

... CASE STUDY

# Implementing an Effective Change Initiative at a Global Tier 1 Bank



## RESULTS

### Challenge

A global Tier 1 bank recognized they needed to transform to stay competitive. Wanting to focus on expanding into new markets and managing changes in the regulatory environment, they needed their teams to increase their collective effectiveness and take their performance to the next level.

The bank wanted to ensure their teams were learning new strategies to tackle opportunities and challenges associated with change.

### Solution

GP Strategies® fulfilled a variety of services to support the bank's change initiative. Our one-on-one personal development consultation design workshop helped teams:

- Understand how to achieve growth objectives and contribute to cultural change
- Share responsibility for increasing effectiveness
- Understand the motivators that influence behavior
- Reflect on how their identity is relevant to business growth
- Learn strategic conversation techniques

GP offered individual follow-up sessions with team members to help embed behavioral changes and conducted a follow-up team session 2-3 months later to review progress and give feedback.

### Business Impact

Team members gained clarity about their accountabilities and what they must deliver, both personally and collectively. Participants shifted from driving their own functional area to being collectively accountable and working collaboratively to execute the bank's top 10 goals. Confidence has also grown in how they operate and communication has improved across the organization.

Met **project performance** and adherence SLAs

**Increased** team confidence

**Executed** change initiative

