

Building Leadership Capability to Lead a Cultural Shift at the **RCN**

The Situation

The Leader of Employment Relations was keen to create a learning culture within her team by proactively addressing opportunities for development. She wanted to build on the existing leadership capability to enable the team to effectively lead a cultural shift in ways of working across the wider organisation. This included learning new and effective ways of leading through a challenging business context in order to improve employee and customer engagement.

“Working with Connectwell has enabled us to create safe and stimulating spaces to learn about ourselves as individuals and how we function as a team. We are particularly appreciative of the work that Steve and Tiffany put in to really understanding our individual needs and context. This has resulted in thoughtful and appropriate approaches, which also draw on their wealth of experience and expertise.”

Mairead O’Siochru, L&D Lead

Our Solution: *Building in Leadership Capability*

- Scoping & Design:** We worked closely with the Team Manager to define the key team development priorities for the year that were in line with their priorities and growth plans. We then designed a series of workshops that focused on a) Becoming a High Performing Team, and b) Capability-Building. The focus was a blend of leadership & team development grounded in the realities of the business context.
- Delivery:** We became the team’s go-to development partner to deliver full-day sessions aimed at building on the team’s leadership strengths and capability to adapt. We created a series of exercises that allowed the team to actively explore and experience new ways of leading that took into account their changing cultural context, allowing them to be active leaders and role models in the organisation’s cultural shift.

The Results: Impact & Value Add

- ✓ Higher engagement throughout the organisation as a result of a change in leadership and project management practices.
- ✓ Stronger capabilities; for instance, strength and confidence in having feedback conversations, being more aware of leadership style and stronger ability to adapt to enable the cultural shift.
- ✓ Higher quality of openness and conversations amongst the team that translated into a greater ability to ‘implement, review, discuss & learn’ from the change practices.

Coaching



Capability Building



High Performing Teams



*Did you know that 70% of employees who lack confidence in senior leadership are not engaged with their employer?
(Dale Carnegie)*