

Case Study

Diversity and Reducing People Risk



Client

With more than 380,000 customers—including 100 of the Fortune 100—and with deployments across a wide variety of industries in more than 145 countries around the globe, this client is one of the largest and most successful technology companies in the world. Innovation, imagination and performance are all key to the way the client delivers its products and services to its customers. The company is directed and managed by people of the highest calibre who are responsible for this client's massive success in a volatile, highly competitive and dynamic market place. These leaders are provided with world class development and learning support by University and Organisational Training and Development functions across the globe.

Situation

This client provides its executives and managers with developmental support in diversity leadership and early management intervention to ensure that they are at all times managing effectively and are reducing the risks to themselves and the company if they do not manage their people in accordance with company policy and local and regional employment law. To ensure excellence and consistency of delivery this client sought one company with which to develop a long-term partnership in delivering efficient, local and cost-effective Europe Middle East and Africa wide development in this critically important area.

Interventions

Due to the standard of their facilitators and the breadth and reach of their EMEA network, this client selected TSA to become their partner for this high-value executive and management workshop. TSA deployed their EMEA wide network of teams managed by their in house Country Principals, along with a roving "Tiger Team" for delivery in countries with relatively low requirements for the workshop. The Country Principals and their teams are located in nine capital cities throughout the EMEA region and answer to a single TSA operation hub in the UK. This hub provides this client with a single point of contact for quality assurance, programming, administration and change management that allows fast and effective deployment and delivery without the need for excessive and costly management overhead.

Outcome

TSA has delivered workshops in over 15 countries for this client and has a delivery programme planned for the next two years to ensure that all Executives and Managers have the opportunity to attend. Subsequently TSA will deliver on demand as this client continues to grow via acquisition and manager churn.

Feedback

Feedback is the most valuable and accurate measure of TSA's delivery and its impact, and the workshop has achieved consistently high scores on the rigorous client development assessment process.

Here are some of the comments from this client's executives and managers:

"Let me start by reiterating how much I enjoyed last week's workshop. It had a great combination of theory and live experience and proved better than I had expected".

Senior Director

"Thank you! It was a pleasure to participate in such excellent training and to hear great feedback from my peers".

Country HR Director

"Thank you very much again for this training, it was very valuable and as we are about to start our new fiscal year, the training content will be of immediate help".

Regional Director Marketing

More Information

To know more about this solution please contact author@tsaeurope.co.uk

About Us

TSA Europe is one of the world's longest running Human Performance Management Companies, focusing exclusively in the field of HPM. Since our foundations in 2000, our company has assisted more than 60,000 people from over 200 companies, with the knowledge, systems and tools to make immediate, sustained and measurable improvements to their performance.

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