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Leading Change

Who:	A British multinational investment bank and financial services holding company and the largest Bank in Europe.
Critical Issue:	Required professional online training facilitators (as they moved all their face-2-face training online due to the Covid 19 pandemic).
Reasons:	This was required to facilitate a new 'Leading Change' course to meet a change in strategy to decentralise decision making, shifting this closer to customers. This meant, all bank wide leaders needed to be urgently trained to shape and influence this change.
Capabilities Required:	The bank wanted someone with knowledge and experience of senior executive group facilitation, adult learning styles, interactive learning methods and storytelling approaches.
What I provided:	I brought practical experience of leading change and iterative continuous improvement at senior executive levels.
Results:	The Bank now successfully delivers this leading change online worldwide.
Benefits:	The programme is recognised for its positive impact on bank wide operations by giving executives the tools/behaviours to lead and handle internal change - within their control - despite the external changes (e.g. the pandemic) outside their control.