

... CASE STUDY

Improving Employee Engagement Through Leadership Training at a Mid-size Technology Company

Challenge

After experiencing exponential growth, a mid-size technology company had a pressing need to develop managers and improve employee engagement. With a tenfold increase in employees, many managers had been recently promoted and lacked people skills. As a result, manager scores on employee engagement surveys were low. With limited time to devote to such a substantial undertaking, their human resources department partnered with GP Strategies,[®] to develop a winning game plan for managerial success.

Solution

Together, we selected a series of leadership development learning modules, including Time Management, Delegation and Accountability; Problem Solving and Decision Making, Managing Change and Handling Resistance; and High Performing Teams. A key element of the solution was making content relatable to each cohort of managers. In addition, the stand-alone aspect of each module meant new hires could enter the program in progress.

Business Impact

The company's management scores on employee engagement surveys are at their highest levels ever. Turnover for managerial reasons has been significantly reduced. And managers are more confident at their jobs and are regularly reaching out to other managers for advice and support. Better yet, some of the managers are already mentoring new managers as they are hired.



I find the material very applicable in learning the ropes and figuring out my managing style. I've been able to pull out a lot of information from each training to put into practice.

- **Senior Manager**, Device Engineer

RESULTS

Employee engagement survey ratings have **increased** year over year in the **four years** the program has been in place

"I am satisfied with my manager" has **increased** from **5.31** to **5.70**

"My manager helps me learn and grow" has **increased** from **4.69** to **5.58**

