

## Create... customized learning and development solutions

You are looking for customized solutions to address the specific development needs of your people. You know that some would benefit from more focus on particular areas than others, and want some help to explore ideas, come up with a programme which takes into account not just the areas of development, but also the context of your particular business, industry sector and geography.

We work in partnership with you to design and deliver effective Customized Solutions. Here are some examples of how we have created and delivered WOW Experiences for our clients:

### Talent Management Programmes

Our client identified a number of talented senior managers and wanted to provide a customized Talent Management Programme which:

- Benchmarked individuals on key competencies identified from the company's Competency Framework
- Further developed these key competencies through Taught Modules and Individual Coaching
- Provided a real business challenge to demonstrate these competencies real time
- Measured improvement in same key competencies

We are now in our fourth year of creating and delivering such programmes in partnership with our client, developing key competencies of 80 managers to date.

In addition to this, we added value to the programme by taking it through the ILM endorsement process so that it is an ILM Endorsed Programme which includes an assessed piece of work. ILM is a UK based institution focused on Leadership & Management, and WAVA is an ILM Approved Centre.

***“WAVA truly understands us as a business and as people. They are creative and flexible, and know how to deliver WOW which is important to us in meeting the development needs of our people” Head of HR, Global Telecommunications Company***

## **Coaching Skills for Managers**

The oil, gas and petrochemical sector is a highly regulated industry with process-oriented ways of working ingrained into its culture. Organisations have evolved in this way for a reason – high-risk environments mean processes need to be strictly followed. This can lead to a culture where motivation and engagement are low, and this is precisely what our client was experiencing. They were looking for a fresh approach and one that would focus on communication, and motivation, encouraging people to think critically and solve problems.

We developed in partnership with our client a programme of training managers in coaching skills to help them tap into the huge potential within their teams.

We added value by ensuring that the programme met the needs of the ILM Level 3 Award in Coaching; 15 out of 19 managers successfully qualified, an 80% success rate.

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***“Amazing! Each session gets better and better – a great programme with real benefits for the whole business” Senior Manager, Oil Company***

## Organisation-Wide Leadership Development Programme

Our client provides personal services to a Middle Eastern Royal Family, and needed to improve performance across the organisation. They were looking for an organisation wide approach which:

- Identified relevant competencies for different levels within the organisation
- Benchmarked a cross section of people against these competencies
- Documented Training Needs Assessments for individuals, teams and departments
- Helped operational managers develop key leadership skills and mentor others
- Provided Executive Coaching for the Executive Team
- Measured improvement in identified competencies

We developed and delivered such a range of programmes in partnership with our client over a period of two years and approximately 180 people in total.

We added value by ensuring that the Competency Framework and Assessment Tools we developed could be used by our client beyond the term of our contract.

***“A noticeable improvement in performance across the whole organisation, in particular around team work, communication and people taking responsibility for their own actions.”  
CEO (private organisation serving the needs of the Royal Family, Middle East)***

## So how can we help you?

Choose from our menu of options to help get the conversation going:

What We Need Is....	Definitely	Maybe	No
A Competency Framework			
Benchmark Against a New or Existing Competency Framework			
Personality Profiling			
180 Degree Feedback			
360 Degree Feedback			
Training Needs Assessment			
Individual / Team Development Plans			
Individual or Team Coaching			
Executive Coaching			
Taught Modules			
Real Time Business Challenge			
ILM Qualification			
ILM Endorsed Programme			
ILM Development Programme (no assessment)			
Post Programme Measurement of Improvement			

Now contact Kathy Willow to organise a conversation so that we can fully understand how we can best serve your needs: [kwillow@wavaglobal.com](mailto:kwillow@wavaglobal.com)