

Client Case Study

Nº 31



Reckitt Benckiser High Potentials Development Programme

“Farscape and Penna designed and delivered a challenging and inspiring programme. In fact they challenged us as clients to be braver and take risks with the programme which we now see gave the participants a deeper and more memorable learning experience.”

**Julia Loudon, Senior Director
Reckitt Benckiser**

Synopsis

Following a High Potential Development Programme working in partnership with Farscape and Penna, 17 delegates have already been successfully promoted. They stood out as candidates who were ready to take the next step and have now taken on leadership roles.

Background

Reckitt Benckiser is a world leader in the global household, health and personal care sectors and a FTSE top 25 company. It operates in 60 countries with brands sold in nearly 200 countries. They have 49 manufacturing facilities worldwide and around 25,000 employees.

Challenges and Requirements

- Reckitt Benckiser had designed their own high potential programme to help develop Research and Development Managers of the future but they recognised that it didn't focus enough on self-awareness and leadership.
- They needed their aspiring leaders to take responsibility for their own development and be internationally mobile.
- The programme needed to challenge people to step outside their comfort zones and develop their own self-awareness in order to be able to positively influence others.

The Farscape Learning Experience

Working in partnership with Reckitt Benckiser, Farscape and Penna designed and delivered an experiential High Potential Development Programme over 6 months which focused on and included:

- Communicating the value that Reckitt Benckiser was placing on this investment in its staff.
- Exploration of self-awareness utilising a variety of profiling tools and psychometrics.
- Exploration of behaviours in leadership, in order to highlight the importance of self-awareness; relationships with others; and flexibility in leadership styles.
- Creating a challenging and emotionally engaging programme in order to push delegates outside their comfort zones and give them an opportunity to experiment with different leadership techniques in unfamiliar situations. These were then related back to the context of the workplace at Reckitt Benckiser.
- An outdoor Learning Experience module, designed to create opportunities for leadership and feedback in an exacting environment in order to enhance self-awareness and drive forward performance.



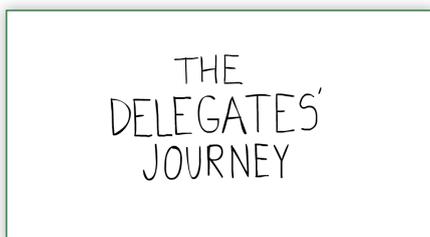
"You've really given me the chance to push myself and go beyond what I thought was possible for me, setting new and higher goals to achieve."

Delegate, Reckitt Benckiser

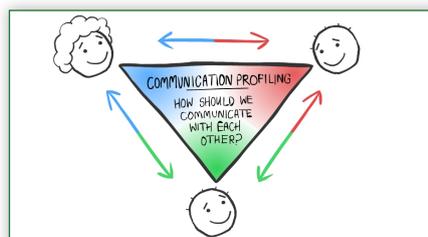
- Coaching techniques in order to improve individual performance and to develop each person's ability to coach effectively.
- Techniques for delivering feedback and having difficult conversations in order to develop each individual's confidence and finesse when managing others.
- Project work within high potential project teams at Reckitt Benckiser, in order to create a work context to learning and to enhance strategic thinking ability.
- A motivational talk focused on emotional intelligence in leadership and the importance of values, trust and empathy.
- Individual action planning designed to focus on the transfer of learning in the workplace and to focus on specific leadership challenges at Reckitt Benckiser.

Outcomes and Results

- 17 delegates have already achieved promotion as a direct result of the high potential development programme. They were more confident; had greater self-awareness and have been able to hit the ground running.
- 96% of delegates strongly agree that they have taken something away from the course and are now more confident to take on leadership roles.
- A pool of talented people is being created, which helps with succession planning and career development.



Delegates took part in a carefully designed learning journey.



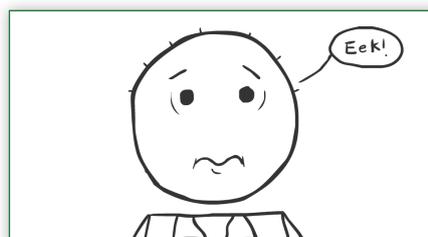
A variety of profiling and psychometric tests were used to raise self-awareness.



They practised techniques to improve their coaching ability.



They practised giving feedback and having difficult conversations.



The experiential programme sometimes pushed delegates outside their comfort zones.



Positive impact can already be seen with 17 delegates having achieved promotion.