

Client Case Study

Nº 11



Vanquis 'Rising Stars' Programme

Amazing experience. Would recommend it to any company. Really delivers on the objectives and purpose identified at the start.

Harry Edwards
Vanquis Delegate

I am able to take on more responsibility and am empowering my team to grow as a team and individuals.

Scott Andrews
Vanquis Delegate

Synopsis

Following a Personal Development Programme with Farscape, Vanquis Bank has seen significant behavioural development in their Rising Stars. The delegates have demonstrated improved self-awareness and maturity and are now in a position to take more informed decisions about the next steps in their career. A greater sense of community has also been created, with more visible inter-departmental communication and improved results.

Challenges and Requirements

- Vanquis had created internal development opportunities for their Rising Stars which were focused on individuals' strengths and needs. They recognised that there was nothing in place to develop a community of high potentials within the organisation meaning that there were limited opportunities for them to share their experiences and network across the business.
- Because the Rising Stars came from different parts of the business, silos were developing. Vanquis saw a group development programme as an opportunity to break down barriers and create networks across the business.
- Vanquis' Learning and Development Director recognised that, although their Rising Stars showed talent in specific areas, they would all benefit from developing their self awareness and behavioural skills in order to become ready for promotion.
- As a relatively young and growing company Vanquis wanted to attract and retain high calibre people to champion the Vanquis brand. They felt that an exciting, innovative and challenging development programme would enhance the company's reputation for being a unique place to work.

The Farscape Learning Experience

Working in partnership with Vanquis, Farscape designed and delivered a Personal Development Experience over a 4-month period, which focused on and included:

- Individual and team profiling using the Strength Deployment Inventory (SDI) in order to enhance individuals' understanding of how to communicate effectively with people who have different motivations and values to them;
- Leadership behaviours self-assessment against the Kouzes Posner Leadership Practices Inventory;
- Exploration of behaviours in team work and leadership, in order to highlight the importance of self-awareness; relationships with others; and flexibility in communication styles;
- Challenging and emotionally engaging activities that pushed delegates outside their comfort zones and gave them an opportunity to experiment with communication styles and leadership techniques in unfamiliar situations. These were then related back to the context of the workplace at Vanquis;

I have gained some great skills from this course which I will continue to use throughout my role at VBL.

Michelle Kilby
Vanquis Delegate

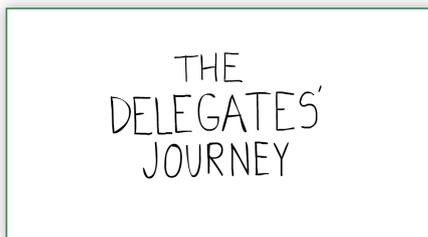
We were looking to develop a programme that didn't focus just on leadership capability, but on the overall development of the delegates as individuals so we wanted a lot of focus on self awareness and personal interactions. The Farscape programme delivered this in a very interactive way and many of the attendees were promoted within a few months of completing the programme.

Gary Cloke
Head of Training and Competence
Vanquis

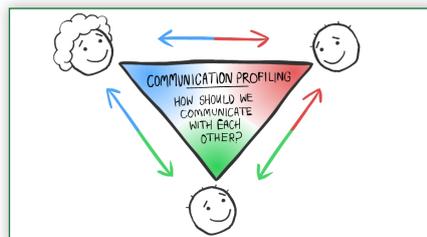
- An Outdoor Learning Experience designed to create opportunities for team work, leadership and feedback in an exacting environment in order to enhance self-awareness and drive forward performance;
- Exploration of personal impact using theatre styles and techniques, which focused on confidence, presence and building relationships;
- Reflection on personal attitudes and behaviours in order to identify where changes need to be made to improve performance (including creating a personal action plan).

Outcomes and Results

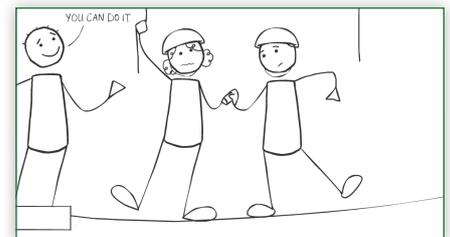
- The Personal Development Programme resulted in the delegates improving their understanding of themselves and how their personal communication styles impact on performance. They are now able to change and adapt their behaviour according to the needs of the situation and people around them.
- The delegates have taken responsibility for their own development and followed up commitments to action in order to make changes back at work.
- A greater level of maturity has been identified in the delegates, which has resulted in improved relationships across the business and a more considered approach to difficult conversations and situations.
- As a result of the programme, one delegate's team were identified as the Top Sellers in the department and had a 10% improvement on their agreed targets.
- Delegates have identified greater trust from Vanquis' subcontractors as they are more open and mature in their way of communicating with them.
- The Personal Development programme has resulted in Vanquis examining how they identify their Rising Stars. They are taking a more considered and rigorous approach to this and will provide more training for the managers who identify the emerging talent in their business.



Delegates took part in a carefully designed learning journey



The Strength Deployment Inventory was used to raise self awareness



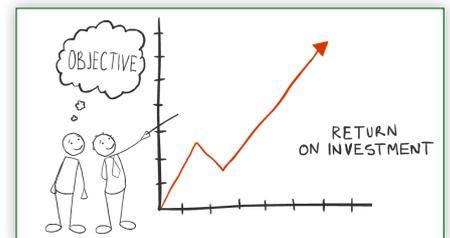
An outdoor learning experience enabled them to try out new skills



An overnight experience created strong bonds



Delegates used theatre techniques to explore personal impact and confidence



Positive impact can already be seen with improved relationships and promotions