

# case study

## leading international law firm



### Programme Title:

Feedback and Influence.

### Organisational Context:

- Organisational surveys and exit interviews revealed a clear need to develop the feedback and communication skills of specific people within the business
- Very limited time to discuss and develop key communication themes through out the year (the specific legal department only meets as one group, in one location, once a year).

### Sample business issues:

The delivery of effective feedback was seen as an issue of some concern within the business.

### The solution:

Provide each individual insight into identifying their personal strengths and assist them in relating to and providing more effective feedback to others

- ½ day intervention conference style to 200+ people
- Completion and facilitation of the SDI profiling (Strength Deployment Inventory)
- Case study examples to activate specific points of detail and relevance for the client.

### Programme interventions:

- Two day detailed design
- ½ day delivery
- Follow up pilot using the SDI to underpin the performance appraisal process for 2006.

### Programme Content - Theoretical Input:

- SDI Inventory
- Unique facilitator experience.

### Activated by:

- SDI completion and discussion
- Case study examples
- Guest speakers
- Pilot design and delivery.

### Results:

- 53% of the group rated the programme content on average as being good to excellent with some elements receiving between \*68% and \*69% (\*validation in terms of content relevance and standard of delivery)
- 48% rise in competence in deploying the SDI to develop more effective relationships.



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