



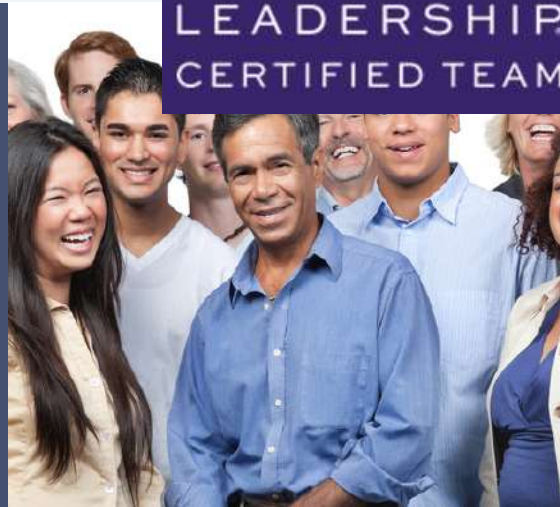
PRIME
MERIDIAN
CONSULTING



PEOPLE LEADERSHIP PROGRAM FOR
LEADING GLOBAL MOBILE SOLUTION
COMPANY

CASE STUDY

John Maxwell Professional Development



Background

The People Leadership Workshop was conducted for 30 middle management leaders of a global company specializing in mobile solutions, digital VAS, mobile finance, and customer management solutions—recognized as a leader in its industry.

Objective

The objective of the workshop was to enhance the leadership capabilities of middle management leaders, focusing on the competency of "People & Culture Success." The program aimed to drive a performance culture, develop competencies, promote the company's culture, run effective people processes, and foster a culture of appreciation.

Challenge

The company wanted to enhance the competency of "People & Culture Success" among its leaders, with following behavioral indicators:

- Drives performance culture through goal focus and regular reviews
- Runs outcome-based competency development initiatives
- Visible company values
- Runs effective and timely people processes
- Team feels the culture of appreciation
- Regularly communicates to inform and inspire across levels
- Personally coaches critical talent and takes charge of their development

Solution

Prime Meridian Consulting conducted a People Leadership Workshop for its leaders. The workshop was designed and delivered as follows:

- Interactions with leadership team, participants and their direct reports to understand challenges and create pertinent case studies
- 8-hour workshop followed by 4-hour online workshop in two consecutive days
- 90-day implementation phase with one 2-hour coaching call and participants report out after every 30 days
- Reinforcement and sharing learning by application

Interactive and Experiential Workshop

The workshop was interactive and experiential with case studies and covered the following modules:

- Introduction to workshop, expectation setting and icebreakers
- How are we doing in leadership today?
- Becoming an inspirational leader: Communicating to inform and inspire team
- Becoming a high performing leader: Drives performance culture through goal focus and regular reviews and building a culture of appreciation in the team
- Becoming a people growth leader: What is the one reason you must champion people's learning and growth?
- Becoming a culture focused leader: Being the team's 'culture conscience keeper'
- Creating your 90 Day Action Plan and Commitment
- Appendix. Monthly checklist



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Results and Key Achievements

During the 90-day post-workshop engagement, the leaders implemented their learnings by taking **748 actions** in their day-to-day working. The actions were taken in the following three headings: Develop self, develop team and achieve organizational goals.

Develop Self :

- Prioritizing daily goals and writing them down.
- Continuity of actions and tasks.
- Practicing active listening and respecting ideas.
- Being an example as a leader and respecting team members' ideas.
- Focusing on personal growth and becoming growth leaders.
- Empowering team members through delegation.
- Demonstrating accountability and clear responsibilities.
- Setting goals, defining roadmaps, and creating plans.
- Focusing on work-life balance and team members' well-being.
- Implementing strategies for effective communication.

Develop Team

- Building a team culture centered around company values.
- Recognizing and appreciating team members.
- Empowering team members through delegation and accountability.
- Promoting a customer-centric approach and feedback-driven improvements.
- Conducting regular meetings, stand-ups, and retrospectives.
- Prioritizing team goals and tracking progress consistently.
- Encouraging collaboration, clear communication, and setting expectations.
- Fostering a culture of learning and continuous skill enhancement.
- Mentoring team members and promoting their growth.

The workshop was rated as 9.2 out of 10 by the participants.

- Content and Structure. 9.1
- Trainer. 9.2
- Relevance 9.2

Organizational Goals:

- Setting realistic goals aligned with team objectives.
- Tracking progress and creating accountability through checklists and reviews.
- Implementing structured training plans for new joiners.
- Driving a culture of transparency, innovation, and continuous improvement.
- Identifying and grooming next-level leaders for increased responsibilities.
- Addressing challenges, resolving issues, and mitigating risks promptly.
- Strengthening client engagement and aligning internal stakeholders.
- Encouraging self-learning, taking courses, and gaining new skills.

Conclusion

The People Leadership Workshop was a successful intervention that helped the leaders of the company to enhance their competency of "People & Culture Success" and drive better results for themselves, their teams and the organization.