



TidalShift

Lift Your Organization

Case Study

Enhancing Middle Manager's Leadership Competency Improves Business Effectiveness and Efficiency

\$ Value Delivered

22% INCREASE in participants' consideration of the overall "big picture" was observed by the attendees' direct supervisor, post-training implementation. As a result of the customized training program, participants were better able to initiate and establish collaborative relationships with others in the organization to plan actionable tasks and deliver key organizational initiatives.

Industry: Municipal Government Services

Services Provided: Project Management Training, Leadership Development, Business Impact

Company: One of Ontario's municipal government organizations.

Challenge: A municipality required the design, development and delivery of a series of learning sessions based on the organization's recently developed project management methodology. The courses were to be offered to staff responsible for managing projects in the municipal agency, as well as executives, senior management, project team members, project sponsors, project steering committees, and other employees who had a vested interest in project management. Cost reduction and speed of implementation were highly important as

was the level of relevancy and applicability of tools and methods that could be taught and implemented immediately by participants.

Solution: TidalShift partnered with the company to develop the Effective Leader program focused on efficient management of business initiatives to close the gap between concept formulation and strategic execution. A customized financial case study was developed to increase relevancy for the participants and assist in improving job application. In between each session, participants were required to demonstrate on the job application of key learnings to individual projects and report back on their progress at the beginning of each subsequent session. As part of post learning support, TidalShift partnered with internal partners to encourage transfer of learning and provided access to supplemental content through an online Member's Only Portal.

Results

Below are a few highlights of the outcomes realized when participants direct supervisors were asked to rate their employees' behaviours and achievement of results post-training program:

- 22% increase in the consideration of the "big picture" perspective and the realities of organizational politics and structure
- 17% increase in the identification and analysis of costs, benefits and implications of each alternative solution
- 18% increase in effectively documenting business requirements, the scope of the project and desired outcomes
- 11% increase in the ability to project financial and business risks of an initiative and develop appropriate contingency plans

A consistent approach to project management and leadership framework has been created to optimize project and people development.