

Building a Manager Development Program at Scale

Industry: Banking & Finance
Revenue: Approx. \$91 Billion
Employees: >200,000



Mission-critical priority

This VP of Learning and Leadership Development needed to build and execute an effective manager training program at scale to reduce turnover, increase employee performance and support the organization's growth plan.



How Gartner helped

The client used:

- **Gartner Connector Manager principles** to build an internal case to invest in manager development
- **Expert advice from a Gartner Executive Partner** to ensure the case was applicable across the organization
- **Gartner operational tools** to accelerate and globally scale program roll-out



Outcome

With support from Gartner for HR, the client:

- **Secured C-suite support** and received budget and resource allocation to launch a pilot program
- **Created and executed a manager coaching program** on a global scale within 12 months
- **Achieved 86% voluntary participation** of eligible managers within the program's first year