

Driving Effective Leadership in the Organisation

Company Name: The Warehouse Group
Industry: Retail
Revenue: NZ\$ 3B+
Employees: 12,000+



Mission-critical priority

To define an employee value proposition in a competitive employee market, and a big focus on driving key leadership behavioural changes.



How Gartner helped

The client used:

- **Gartner expertise** to design a leadership development program to create long-lasting behavioural changes in the organisation.
- **Gartner tools and modules** to identify gaps in their leadership development program.
- **Industry best-in-class practices** to help gain insights from a global perspective and guide their decision making.



Outcome

With support from Gartner for HR, the CHRO was able to:

- **Improve decision-making.** The global best practices helped client boost their confidence in the decision-making process and equipped them to tailor their approach.
- **Increase speed of execution.** The best practices case studies accelerated the client's execution, providing them with timely actionable insights and practical solutions.

“The thing I love about Gartner is it's a continuous ongoing relationship. When things pop up you can just reach out immediately and get the latest kind of global thinking on what other organisations are doing.”

Richard Parker, Chief HR Officer, The Warehouse Group