

Leadership Academy in the financial sector

DEVELOPING MIDDLE MANAGERS FOR ORGANIZATIONAL SUCCESS

A leading financial institution with a long-standing presence in its market is recognized for innovation, customer focus, and sustainable growth, serving millions of clients through a modern digital platform.

Partnering with a leading financial institution on the Leadership Academy marked a milestone for DEVELOR Georgia as its first multi-year project with a single client.

DEVELOR



The business challenge

Partnering with DEVELOR was a strategic decision for the organization, combining international expertise with a localized approach. The hybrid model included leadership modules, a digital learning platform, follow-up sessions, and project management support, providing a structured framework to address current and future leadership challenges.

Goal:

The Leadership Academy aimed to transform middle management by closing leadership gaps.

Key business KPIs:

- Team performance: Better collaboration and productivity.
- Leadership effectiveness: Improved decision-making and team leadership during change.
- Employee engagement: Higher satisfaction and involvement, reflected in surveys.
- Change management: Improved success in organizational changes.
- Business results: Positive impact on leadership efficiency and organizational performance.

What makes the project unique?

The Leadership Academy drove sustainable change in mindset and behavior through interactive learning with intense gamification, and tailored content. Emphasizing a continuous journey, it included pre- and post-assignments and special emphasis on the support of implementation of learnt skills. The Genially online platform created for the project ensured seamless navigation for participants and enhanced the experience with technology-backed solutions.

The Leadership Academy fostered a lasting culture of growth, innovation, and collaboration, creating significant value for the organization and setting a benchmark for leadership programs beyond the local market.

DEVELOR Learning Journey

HIGH-IMPACT LEARNING EXPERIENCE

The program emphasized a continuous learning journey, moving beyond basic knowledge acquisition to practice, reinforcement, and real-world application.

Supported by trainer expertise and digital tools like the Genially platform, the experience was interactive and impactful, resulting in long-term skill development, stronger leadership behaviors, and measurable results for both individuals and the organization.



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The Leadership Academy is an ongoing multi-year partnership between the organization and DEVELOR, designed to transform middle management by addressing leadership gaps. The program aims to equip over 200 managers with essential skills such as managing change, strategic communication, and fostering a forward-thinking mindset to navigate a dynamic financial environment.

Key features of the project:



- 1 Hybrid format:** Combining in-person and online sessions, the program ensures flexibility and accessibility.



- 2 Comprehensive modules:** Participants engage in four modules per group, covering key areas like strategic mindset, managing change, conflict resolution, and leading teams.



- 3 DEVELOR countries involved:** Expertise from DEVELOR International, Ukraine, Poland, and Georgia enriches the program with diverse insights and best practices.

The program was divided into two phases, each spanning three months:

Phase 1: Focused on strategic mindset, managing change, and building influence through interactive sessions, pre-assessments, home assignments, and coaching support.

Phase 2: Addresses cross-functional trust, conflict resolution, and team management, culminating in a final project presentation and a closing ceremony.

Results

UNIQUE APPROACH

The Leadership Academy fostered a lasting culture of growth, innovation, and collaboration, creating significant value for the organization and setting a benchmark for leadership programs in the region.

Participants consistently report high Net Promoter Scores for the courses, reflecting strong satisfaction and the program's positive impact.

The organization's high evaluation of the project further emphasizes its value and effectiveness.



DEVELOP



Sustainable behavior change

The project effectively transformed the mindset and behavior of middle management, aligning their leadership approach with the organization's strategic goals and fostering a culture of adaptability and growth.



Enhanced leadership capabilities

More than 200 managers acquired essential skills in managing change, strategic communication, and developing a forward-thinking mindset, enabling them to navigate complex challenges effectively.



Increased employee engagement

The program achieved 100% active participation, inspiring enthusiasm for professional development and cultivating a culture of continuous learning within the organization.



Improved organizational performance

Participants demonstrated measurable improvements in leadership effectiveness, team collaboration, and decision-making, contributing positively to the organization's business outcomes.



Scalable and replicable model

The success of the complex hybrid solution established a scalable framework for similar initiatives, showcasing its adaptability and effectiveness for long-term impact.



Consistently high NPS

Participants consistently report high Net Promoter Scores for the courses, reflecting strong satisfaction and the program's positive impact.

If you or your colleagues need help or would like to start a conversation, please reach out to us with any questions using the contact details below.



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