



The Challenge

TF is a fast paced environment with 7000+ staff worldwide. It operates in the dynamic financial information market where it supplies information and software solutions. It has grown rapidly through acquisition and merger; and consequently, managers in TF are promoted at relatively young ages and rise to positions of seniority quickly on merit. It has a continuous group of managers coming up through ever more challenging roles who need to be at the top of their game in terms of their leadership skills and knowledge. The employees they manage are knowledge workers with high expectations of their leaders.

The Solution

TF turned to MC3 to provide a suite of management modules targeted at the various levels of management to support managers to become 'the most effective leaders they can be'. These programmes range from level specific programmes for First Line Management through to Country level leaders; and also include subject specific programmes such as Chairing Effective Meetings which are for leaders at all levels.

The Programme

In order to create learning that 'sticks', MC3 takes a modular, blended learning, approach to the development of leaders. All the modules are supported with on-job assignments between each off-job event and are evaluated using an online feedback process. There is also telephone support for all the delegates with their MC3 trainer during and after the programme.

The programmes for middle and senior managers also include a 360 feedback process for the delegates using the Thomson Corporation Leadership competencies. MC3 also has its own 360 feedback tool which is used with middle managers. The information from the 360's is fed back individually by the MC3 consultants who then help the delegate to draw up meaningful action plans.

Outcomes so far

The HR Director, and Learning and Development manager, have both been delighted with the level of engagement they see in delegates returning from the MC3 programmes. They hear from delegates' line managers, that they notice a discernable change in delegate's behaviour and skill. They are convinced that MC3 is helping TF to create more effective leaders; and as evidence, the waiting list for further nominations to attend a programme always increases immediately on a delegate returning to their unit.

"The Manager Fundamentals and Frontline Leader programmes are highly respected courses within Thomson Financial. Barbara not only has knowledge and credibility of the subject but is an energetic facilitator who creates a fun learning environment. The feedback is always excellent but most importantly, we get results in the workplace!"

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