

Enhancing human capital management through strategy implementation



Client need

The Portuguese branch of a financial services institution sought to implement a transformative strategy for human capital management. To support this transition, the branch partnered with BTS to create an implementation strategy that would focus on creating ownership of the change.

BTS defined the key mindset shifts for the main stakeholders – Managers, HRBP, and Individual Contributors – required by this behavioral change. After receiving the training needed to shift their mindsets, leaders, equipped managers to drive changes in their teams. This transformation aimed to have a profound impact on employees at all levels in the organization.



The solution...

BTS partnered with the organization to develop a program comprised of four sessions designed to reach 590 managers. These sessions were designed to gradually shift the mindsets of main stakeholders and enable managers to cascade the message to their teams. With six pre-planned Go-Dos for managers and their teams, which are designated action items to be completed back on the job, leaders and contributors worked within the platform, establishing a tactical plan to improve the branch's overall efficiency.



Results

As a result of the program, the leaders from this branch saw significant progress, including:

470 actions created

80% of participants completed the program

5,000 individual contributors impacted



When asked for feedback, 4.5 out of 5 employees stated that they would strongly recommend the program to a colleague. The employees from this branch also leveraged the platform twice as much as employees from branches in other countries, demonstrating the resounding effect that the program had with the participants.

