

Change Management

A major bank needed to maximise value in all business areas. We were engaged to reengineer the Training Department to ensure it became business driven and founded on correct diagnosis of need, top class, fit for purpose, design (which eliminated duplication) and efficiently organised delivery with maximum use of eChannels.

Within one year the Training Department had reduced its budget to £50 (from £75m) and its employees to 300 (from 550) whilst delivering a 40% increase in productivity.