

CASE STUDY | SEPTEMBER 2025

Helping a Cross-Cultural Leadership Team Come Together as a High Performing Team

For a business process outsourcing division of a listed IT giant.

Leadership Coaching & Development

Technology

01 Background

Our client is the business process outsourcing division of a listed IT giant.

02 What was the exact ask?

The client wanted to take the leadership team to the next level of high performance and identify the gaps that exists for them in key leadership skills as a group.

03 The process

We took a holistic approach to ensure that the team comes together as a high performing team and individuals also take their performance to the next level as leaders.

Step 1: We took the leadership team through the intent of the whole journey and what's in it for them and the organization.

Step 2: We initiated a 360° feedback for individuals. The survey was designed keeping in mind the behaviors expected of the leaders and the values of the organization.

Step 3: Everyone undertook the Hogan Assessment to support the 360° feedback.

Step 4: Assessment and feedback debrief was done and IDPs developed for each leader

Step 5: Presentation to the CEO and CHRO on the overall team strengths, areas of development and suggestions to overcome the imbalances of leadership skills in the team.

Step 6: One-day off-site to get the team to build connects, understand their combined strengths, and how to play to them.

Step 7: Coaching of individuals over 6 months to polish the rough edges.

04 Outcome

A leadership team aware of each other's strengths and ready to play as a high performing team.