



Client:	<b>Abbey National – Creating a Performance Management System</b>
Keywords:	<i>competency frameworks, performance management systems and culture</i>
Issue:	Development of a competency-based performance management system
What we did:	We worked closely with the Abbey National HR team to develop a leadership competency framework and create a bespoke 360 degree feedback system based on the competencies and behavioural indicators. We implemented the system in parallel with the development and implementation of mentoring processes and systems to support and encourage the development of a performance management culture.
Benefit:	<ul style="list-style-type: none"><li>Leadership competencies and 360 degree feedback established as a key part of the Abbey National performance management system</li></ul>