



Client:	<b>HBOS Group Technology – Leadership Development</b>
Keywords:	<i>leadership development, building balanced teams</i>
Issue:	<p>HBOS Group Technology provides and operates all HBOS technology infrastructure. It consists of over 1,700 staff in 10 locations supporting 70,000 HBOS staff in the UK and overseas. HBOS GT wanted to:</p> <ul style="list-style-type: none"> <li>▪ build high performing senior teams</li> <li>▪ increase management capability and decision-making ability</li> <li>▪ create operational alignment around strategic goals</li> <li>▪ build and effective customer-oriented culture improve service to its customers by improving the leadership and performance of its teams.</li> </ul>
What we did:	<p>Working closely with the HBOS HR department, Simplexity’s Alliance Partner Human Insight developed and implemented a comprehensive transformation programme to restructure develop the organisation. Over the course of 12 months, the team:</p> <ul style="list-style-type: none"> <li>▪ built and developed the new leadership team</li> <li>▪ built and developed an extended leadership team and community</li> <li>▪ implemented a coaching culture to support the delivery of key targets</li> </ul>
Benefit:	<ul style="list-style-type: none"> <li>▪ <i>“The level of individual and collective learning we experienced far exceeded my expectations. Through mobilising a broader leadership community we are really starting to see the benefits in the performance of the operation”</i> - Martin Ewart, Head of HBOS Group Technology</li> <li>▪ Significant increase in service levels and decrease in service incidents (52 weeks of incident-free service in 2008), resulting in significant savings to the business</li> </ul>