



Financial Services Provider Improves Productivity with Ninth House

INDUSTRY

Financial Services

ORGANIZATION SIZE

Over 200,000 employees

THE CHALLENGE

Improve technical division SVP's, VP's and Technical Executives ability to solve problems for internal clients and achieve rapid implementation of enterprise wide technology solutions.

THE OBJECTIVES

- Improve partnering and consulting skills among the technology team.
- Increase associate productivity with improved communication, problem-solving, innovation and responsiveness skills.
- Develop a global perspective among technology team to understand the enterprise wide impact of new solutions.

THE RESULTS

- 100% course completion rate.
- Behavioral improvements in communication, problem solving, innovation and responsiveness to internal customers recognized by leadership.
- Increased internal customer satisfaction.

Frustrated by the slow adoption of new technology in the organization, the CIO of a large financial services organization conducted an in depth assessment of his technology team and concluded that while technical skills were strong, they were not building the quality of consultative relationships with their internal clients that were required for efficient implementation and adoption of new technologies.

The group's heavy workloads and varying schedules made face-to-face instructor-led learning impractical. Plus, it was determined that a one-time classroom event would not instill the required skills and drive the required behavior change. The CIO partnered with Ninth House to develop a customized blended learning solution that would provide an on-going process of learning, practice and reinforcement required for sustainable behavior change. The custom solution included a suite of select Ninth House online published courses including Partnering for Results, Forging Breakthroughs, and Resolving Interpersonal Issues. The full array of interpersonal skills included collaboration, partnering, problem-solving, innovation and advanced communication skills the CIO sought to bring out in his team.

This integrated blended learning solution was rolled out in 5 phases:

1. Message from the CIO: custom video explaining the program's importance, purpose and context.
2. Self paced online courses: Partnering for Results and Forging Breakthroughs
3. 30 days later, learners attended a live, one-day workshop, developed and led by Ninth House professionals, that used case studies, the client's internal tools, and customized application exercises to help learners understand how to apply the learning to their job and current work challenges. Learners were provided participant workbooks as reference during the workshop and for on-going use on the job. Ninth House also provided leadership with a customized facilitator's guide for conducting future application workshops.
4. Two months after completion of the Partnering for Results and Forging Breakthroughs application workshop, Resolving Interpersonal Issues was deployed using a similar blended model.
5. Virtual application session for Resolving Interpersonal Issues, facilitated by the CIO and his internal staff using Ninth House materials.

Shortly after learners completed the third course, the CIO reported that the learning program had paid off – communication was already improving. Ninth House's blended solution enhanced learners' skills and confidence in applying the cluster of job-relevant behaviors required to build strong internal partnerships. Based on the success of this initiative, the organization is now looking to deploy Ninth House solutions to other business units.

Ninth House
One Beach Street
San Francisco California 94133
P (800) 824.1767 F (415) 277.8203