

# Developing leadership & commercial capabilities

## CLIENT: ATOS

Atos is a leading international IT services provider, providing integrated design, build and operate solutions to large multi-national clients in carefully targeted industry sectors.

They are one of the few companies that can provide all the 'design, build, and operate' elements of a business solution.

More than 60% of the revenue base is recurring, deriving from multi-year outsourcing and application maintenance contracts, and they deliver this within a global framework of three major Service Lines – Business Consulting, System Integration and Managed Operations. They are a leading partner, supplying technology and services to the Olympics.

## THE NEED

Atos had invested considerably in the technical project management skills needed to manage large-scale IT projects. However it was becoming clearer that project success was largely linked to other 'softer' skills such as leadership, influence, communication, handling conflict and negotiation. Needing to deliver both high customer satisfaction AND improved margins, Atos asked Greenbank to help.

*"Just a quick note to let you know that I successfully managed to secure the business.*

*The coaching call and advice you gave helped me to build on the learning from the EPL and Masterclass and apply it to the specific scenario. Many thanks!"*

**Richard Yorke**

Senior Programme Manager

## THE PROGRAMME

After in-depth research, including interviews with several senior project managers, Greenbank designed and delivered a tailored programme 'Excellence in Project Leadership'. This was a 5-day programme covering the following topics:

- Leadership Styles
- Business Development Skills
- Influencing without Authority
- Building Rapport – using the popular INSIGHTS psychometric model
- Conflict Management
- Personal Impact
- Negotiation Skills

In the last 3 years over 200 Project Managers have been through the programme.

Recently we added a tailored 360 degree survey using Greenbank's PRISM tool to allow participants to get feedback from colleagues, clients and their managers against key Project Management competencies.

## THE RESULTS

The programme quickly gained huge 'word of mouth' popularity and has been a huge success.

Follow-up masterclasses and telephone coaching have helped sustain the learning and turn them into real results.



## GREENBANK: Profile

Greenbank are a global Performance Consultancy specialising in developing leaders, strengthening teams and ultimately driving sales growth.

We invest our time to really understand the business needs our clients have and then we add our own expertise and experience to develop tailored programmes focused on delivering measurable and sustainable results.

To achieve this, our work in the area of project management includes:

- 360 degree Project Manager survey and feedback reports
- Insights Discovery
- Tailored 'real play' and 'role play'
- Action Learning
- High impact, involving training workshops

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