

Improved impact for US tech funding bank team members #PackingaPunch

The client

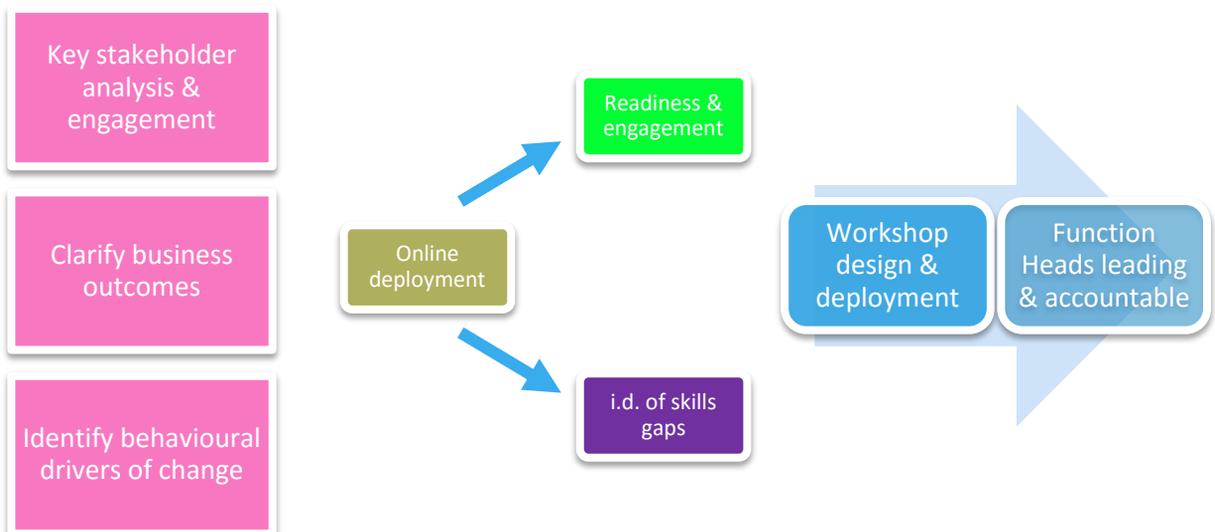
Silicon Valley Bank are a leading US tech funder helping innovators, enterprises and investors move forward. Catseye were asked to help them invest in a cross-functional team to identify and develop critical business skills.

The brief

The UK team at SVB work closely with their European, US and Chinese colleagues to deliver a world class service across their network. The brief was to deliver on SVB’s promise to develop its people and to equip individuals with the mindset and skills to help them excel in their roles.

The solution

Early discussions with key SVB stakeholders explored the business outcomes that would be expected from any development activities. By creating a greater understanding of the key business outcomes that we were looking to drive, everyone had a clearer picture of the skills and behaviours that underpinned them. An online tool was deployed to foster engagement and readiness and develop a picture of where skills gaps were apparent and where behavioural change would drive key business outcomes. A workshop-based solution was designed and embedded into an already highly regarded and well structured internal forum, the SVB quarterly “all hands” session, to ensure the development activities formed part of the existing, successful development culture at the bank. Catseye supported functional heads to be strongly involved in the setup, delivery and follow-up to the workshop, ensuring that a high level of accountability was established and retained within the business.



The results

The key business stakeholders noticed changes in behaviours even before the workshop date due to the deployment of the online readiness tool. The involvement of Function Heads in running the workshop and supporting the change effort in the following period helped to deliver a significant and sustained change in behaviour. Key changes in behaviour and some notable business outcomes were:

**Better team
communication**

**Greater
influencing
outcomes**

**Identifiable lift
in personal
confidence**

**Stronger sense
of identity
between and
across teams**

Contact

Martin Tothill was the legendary lead consultant for this project. To catch up with him or anyone else on the team, just email info@catseyedev.co.uk and we'll get you a response as quick as a flash

OUR VALUES & GUIDING PRINCIPLES

What does Catseye believe in?

Real change

The merit of every individual

Doing the right thing

Being even better every time

CONTACT US

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