

Britannia Building Society

The company: Britannia is Britain's second largest mutual organisation with more than 3 million members, over 5000 employees, 252 branches around the country and is in the "Times 100" list of best companies to work for.

Britannia has an ongoing commitment to providing its people with 'a great place to grow work and develop'.

The challenge: With a shrinking talent pool and fiercer than ever competition in the Financial and Retail Services sector, the Society needed to build an integrated group wide infrastructure and services to give its managers increased self-awareness, as well as the mindset, skills and tools needed to guarantee sustainable success.

The solution: The development of the Britannia Management Academy, which has so far delivered 9 learning modules with an evaluation process for all participants and their line managers to assess changes in performance and behaviour at regular intervals of 3 and 6 months.

The design of each module is based on a comprehensive group-wide needs analysis; which included integrating the Academy with other key strategic change initiatives. As a result the Academy is well positioned to provide management development input for over 1000 managers at varying levels of responsibility and experience.

In partnership with all of the business areas, business facilitators are recruited and supported to work alongside the Minerva facilitators, providing managers with coaching support to ensure new learning and skills are actively used in their daily work routines.

The result: The Britannia Management Academy currently has 10 modules which have been rolled out over the last 12 months. These modules develop capabilities in areas like maximising personal potential, managing teams through change, leading high performance with emotional intelligence, winning hearts and minds, time and priority management, meeting management, effective interviewing skills, planning and people management.

98% of managers have confirmed the modules met or exceeded their personal development objectives.

From the outset Minerva has collaborated and worked alongside, as required with Britannia's other Learning and Development partners to ensure quality, consistency and performance of services and materials for the managers and all other participants.

The client view: "Chemistry was hugely important in choosing a partner for this project because put simply we only have one shot at getting it right. Minerva brings a can-do attitude to the table and has ensured our Values are fully reflected in the design and delivery of the Academy modules, leading to a first rate impact with our people" Andy Woodcock, Academy Programme Manager.

