

Mitchell Phoenix Help Alderley Dubai Create a Strong Leadership Culture

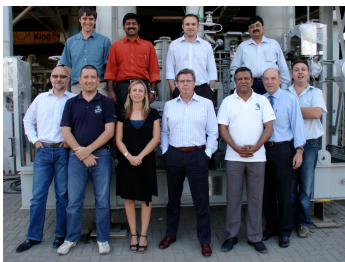
Challenge: to embed a stronger leadership culture across the business

The senior team at Alderley Dubai went through a management development program in 2010. In parallel with this, Managing Director Nick Hull attended a one to one CEO program.

Operating with new principles of leadership and management, in 2011 they decided to develop the tier below them in the business.

Solution: A series of three 2 day seminars over 4 months, delivered on site in Dubai

In collaboration with Alderley Group, Mitchell Phoenix designed a bespoke Leadership and Management Development Program, consisting of 3 sets of 2 day seminars delivered six weeks apart. In between the days the delegates applied the material to create results in their business.



Mitchell Phoenix MD Kevin Yates with executives from Alderley Dubai

Mitchell Phoenix are an international leadership and management development company. For the last 20 years from offices in London and New York they have provided training for clients such as HSBC, Microsoft, Airbus, Stanley Tools, Schlumberger Sema, LogicaCMG and many others.

The creation of results is the central pillar of all their work. Programs run a day a month for 3-6 months. In the gaps between seminars, delegates are asked to apply the material from the previous seminar to the challenges they face in the workplace at that moment, and in doing so to create results. These results are reported to the group at the start of the subsequent seminar.

Generating and reporting results in this way creates powerful personal experiences for each delegate: building skill, raising performance and shaping culture. Operating in this way also means that results, and ROI, can be monitored and logged at every seminar.

The Impact

“Alderley has undergone a programme of substantial organizational change as part of its growth strategy in an increasingly complex and competitive marketplace. Central to that change is its human resources as Alderley recognizes that the quality and attitude of its people directly impacts on the customer experience and the bottom line. The Mitchell Phoenix Governing Change Program was a key element of our development process that has equipped our management team with new leadership and organizational skills as well as a common operating framework that has made a significant contribution to our success and optimism for the future. Without exception, all participants feel more confident, able and effective as a consequence of the Program.”

Nick Hull, Managing Director, Alderley Dubai

Example Results

Results are reported at the start of each seminar. Here are two examples.

Example Result 1: Strengthening all Levels of the Accounts Department

The manager of the accounts department prepared a one month induction schedule for a new joiner. Then, following the material she had encountered on the Foundations program, she showed the schedule to her two direct reports and asked them for their input. They suggested an extra area for the induction to cover, and a change to its timing so that it didn't conflict with the busy month-end reporting period.

Seeing the two direct reports' level of engagement with this subject, the manager delegated the planning and running of the induction to the direct reports, freeing her time and ensuring that the onboarding of the new member of staff would be a learning experience for all involved.

Example Result 2: Releasing Potential

When a new trainee arrived on a project, the presiding engineer remembered the work he had been doing on the Foundations program, and resolved to look for every opportunity to release the potential in the new recruit. He involved the trainee in every aspect of the project, familiarised him with every aspect of the site, and continually explored the limits of his understanding by asking well targeted questions.

As a result of this approach, the trainee is making rapid progress in his role has been confident enough to take the initiative and carry out a site test when the manager was not present.

"The management team of Alderley Dubai were especially rewarding to work with. Their enthusiasm, diligence and application of ideas created the results that Nick and the senior team envisaged. In addition they made use of all the available strategies in Mitchell Phoenix projects, supporting each other, building team results and spurring each other on to deliver the maximum - a great group of people!"

Kevin Yates, Managing Director, Mitchell Phoenix

"I would recommend every manager should attend this training to understand the management principles and leadership qualities necessary to govern change."

Mahmad Jariwala

"Everything you would like to know about the Foundations of Management and Leadership."

Satish Urkolil

"Excellent seminars, lots of interesting ideas dealing with practical aspects."

Daryl Nigel Fernandez

"This is a wonderful course conducted professionally for managers to become more effective, and build leadership quality."

Rab Nawaz

"I would highly recommend this training course to others. I have already told the people at my compound how great the course is."

Hylton Holman

Alderley is a leading international supplier of metering equipment and oily water processing packages. With headquarters in Gloucestershire, UK, their global facilities provide the largest dedicated systems integration capability for the oil and gas industry. Alderley's multi-disciplined engineering group provides expertly designed and manufactured solutions along with front end and life cycle support services.
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