TELECOMS

BACKGROUND. This major international telecoms company were the first to commission an ESP survey in the UK. The division provided internal IT services, infrastructure and support on a worldwide basis.

Part 1

Firstly, an ESP survey was carried out by the leader and his top team of eight reports to provide focus and alignment ahead of the business planning process.

The experienced leader was fairly sure of where the business priorities lay, but wanted to secure buy-in from his direct reports and was wanting to use their ESP inputs to do that.

The team completed the report process together on-site (within an hour) and the results were shared almost immediately.

What followed was a detailed review and often passionate discussion about the results, where each of the team members felt able to challenge the thinking of one-another and of their leader.

They were able to do that because the ESP report is structured and presented to facilitate open and honest dialogue without rancour, which it achieved.

What happened? The top team and leader agreed that the revised priorities (decided upon in the detailed review) were robust and provided scope for progress for the entire function.

This was particularly important to the leader who was about to be promoted and leave the team – in his words…. 'I wanted to leave a great legacy to repay the loyalty they have shown me'

Part 2

Part 2 of the project took place off-site on the following day when the ESP survey was rolled out to the next level of 30+ reports.

The ESP report from the wider group was highly correlated with that of the previous day and the original leader client was delighted that there was alignment on the issues identified.

The Outcomes so far…

- Top team alignment on priorities for the whole team
- Positive internal client feedback and reported gains against most KPI's
- Increased staff confidence and reduced staff turnover

ESP Pro™
Predictive Business Analysis