Customisation – meeting the client’s needs

Ross Anderson – Director
• This session will focus on customisation as the key to partnering with client organizations on a large scale, complex projects. It will use a case study in which a truly ‘blank piece of paper’ was brought to the table that led to a multi-layered series of learning interventions.
Key take aways

• Customisation as an essential approach to the delivery of precise learning interventions.
• Blended and multilayered interventions to compliment or replace traditional classroom teaching.
• Discovery-Design-Delivery as the essential sequence in truly meeting the client’s needs.
Common Organisational Problems

- Increased competition from unexpected quarters
- The talent pipeline lacks depth
- The organization’s growth goals outstrip the internal talent
- Globalization and increasing technological demands make the leader’s role more difficult than ever
- Problems with strategic direction, organizational alignment and employee commitment do not go away
Common Symptoms

• Excellent leaders in top roles; but some ‘gaps’

• Aging senior leadership profile – increasing need for replacements

• Having to recruit a CEO from outside

• ‘Bench’ of high potentials not as strong as required

• Some high potentials on multiple succession lists

• Senior Leaders not ‘walking the talk’
Our approach
1. Why?

2. What?

3. How?

Leads to

1. Diagnosis

2. Design

3. Delivery
Leadership Competencies

Getting it right at the top

Accelerating talent development

Leadership Plans and Metrics

The Right People on the Right Seats on the Bus
A Deep Leadership Talent Pipeline

The Management System
Mt Eliza Executive Education

FT ranks MBS Mt Eliza No. 1 in executive education
MBS Mt Eliza is the largest executive education provider in the Asia Pacific. We're ranked by the Financial Times (FT) as the No. 1 provider of executive education in the region.

This ranking positions us as the only Asia Pacific headquartered school in the global top 40 providers of executive education. FT ranks our customised programs as No. 1 in the Asia Pacific.

The FT ranking underscores our 50-year dedication to quality executive education.

Our internationally recognised programs include:

- Customised programs
- Tailored programs
Discussion

• Is executive education truly geared to the needs of the client.
• Is there a tendency to sell tried solutions without fully exploring the problem.
• How do you build the necessary internal capability to have the necessary flexibility to build a true partnership.