



Case Study 3: Leadership Development Program Global Software Company

Technology Expert to Leader

 lee@infinityleadership.com.au

 +61 (0) 424 342 686

 www.infinityleadership.com.au

Client Overview

This case study describes work that we did with twelve 'Emerging Leaders' in a rapidly growing global software company. Each of these leaders had responsibility for a functional team which included Head of Research and Development, Head of Projects, Head of Development, Sales Team Leader and other operational teams.

Key objectives of this program were to:

- Empower and equip emerging leaders to deliver on the vision
- Drive high levels of performance through leadership
- Foster high levels of trust in the culture – live the values
- Shift mindsets and business practices from internal focus to customer focus
- Create cross-functional collaboration to drive innovation
- Tailored, flexible and practical with a focus on applying learning to real work

Measuring outcomes was also important to this client.

Approach

Initial consultation and benchmarking identified 6 key development areas, organised into three 1-day workshops over 4 months:

- **Workshop 1 – Leading Self:** Direction, purpose, decision-making
- **Workshop 2 – Leading Others:** Inspiration, people development
- **Workshop 3 – Leading Innovation:** Team effectiveness, innovation

Between workshops, participants practised new behaviours with support through regular Coaching Clinics.

Rather than measuring only post-program, we embedded measurement throughout the journey, recognising that consistent practice is the key to driving sustainable outcomes.

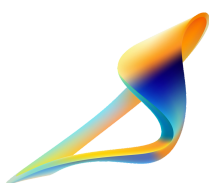
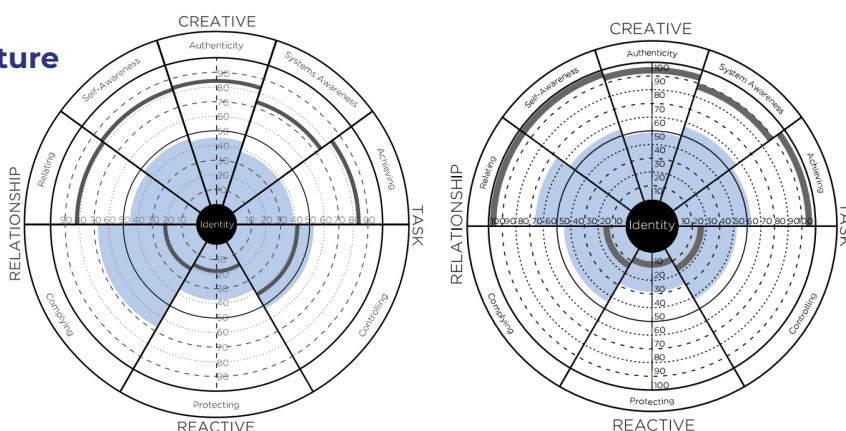
Four measurement methods were used combining both lead and lag indicators:

- **Benchmarking Leadership Capabilities** (360 survey, before/after)
- **Business Impact Examples**
- **Leadership Practice Metrics** (lead indicators)
- **Leadership Culture Diagnostic** (Leadership Circle Culture Survey)

Key Results

Improvements in Leadership Culture Diagnostic Scores

- Increase in effective leadership behaviour across all measures of effective leadership - an improvement of 71 %
- Reduction in ineffective behaviour across all measures that correlate with ineffective leadership - an improvement of 39 %



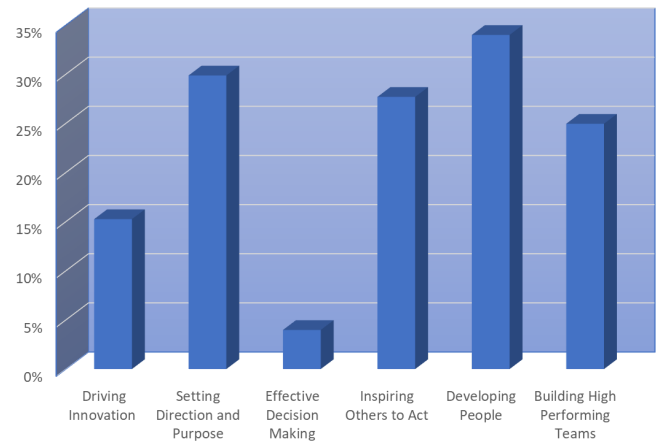
Technology Expert to Leader

Key Results (continued)

% Improvements in the Six Targeted Leadership Capabilities

- **23% improvement** in leadership capability across the participant group.
- Greatest improvement was in **'Developing People'** which showed a **34% improvement**

% Improvements in Leadership Capability



Business Impact Examples

At the conclusion of the program, participants presented to the CEO and Exec Team specific and verifiable examples of how new leadership practices delivered measurable business results:

Customer & Revenue Impact

- **Earlier pipeline visibility** and improved cost estimates through pre-sales involvement
- **Cross-sell/upsell opportunities identified**; customer value maximized through consultative coaching
- Leadership capacity redirected toward **customer acquisition and relationship building**

Leadership & Delegation

- **Increased team accountability** and independence through clear objective-based delegation
- Reduced manager check-ins; **enhanced productivity through delegation** and mentoring
- **Strategic capacity freed** for higher-value work

Team Performance & Culture

- **Ownership built through regular feedback** on achievements and improvement areas
- **Improved communication and faster root cause identification** via coaching and listening skills
- **Increased motivation and persistence** through recognition and independent problem-solving opportunities
- Optimal working conditions **enabling team "flow"**

Process & Risk Management

- Structured change management processes **reduced scope creep** and emergency requests
- **Proactive stakeholder communication** enabled earlier escalation and decision-making



Please get in touch, we'll be delighted to help you!

 lee@infinityleadership.com.au

 +61 (0) 424 342 686

 www.infinityleadership.com.au

