



## SUCCESS STORY

### ENHANCING PEOPLE SKILLS OF SENIOR EXECUTIVES

To maintain the position of market leader for the insurance industry, the organization needed a structural approach to enhance the people skills of staff members. They wanted their staff to work more effectively and efficiently with all types of people across the Asia Pacific region.

#### BUSINESS ISSUE

This global insurance company employs staff members of diverse professional backgrounds across the Asia Pacific region. Under the matrix organization structure, they were required to work on regional projects from time to time, but very often they failed to work and function well as a team. The staff seemed to have very little appreciation for others' communication and work styles. For example, the underwriters found it very hard to work effectively with the business development teams because they both did not have the same work protocol. As a result, work tension amongst senior staff members has always been high.

#### SOLUTION

Wilson Learning China partnered with this global insurance company to implement a program that would help reduce tensions in the workplace. A 2-day Social Styles workshop was implemented to a team of regional trainers in Hong Kong. Each member was then leader trained after the initial training so they could deliver the program in the future to their staff.

Specifically, the proposed solution included the following components and configurations:

- Local licenses were purchased by Hong Kong, Singapore, Malaysia and Thailand to deliver Social Styles internally
- Social Styles became one of the core and compulsory development programs for the senior staff members

<i>Client:</i>	Global Insurance Company
<i>Industry:</i>	Financial
<i>Focus:</i>	Reducing tension amongst staff
<i>Core program:</i>	Social Styles
<i>Other deliverables:</i>	Leader-training
<i>Solution summary:</i>	Individual Effectiveness Training
<i>Solution Benefits:</i>	Achieved a harmonized work environment across the region

#### OUTCOME

Wilson Learning China worked with this global insurance company for many years after the initial Social Styles implementation. Each year the global insurance company has put more people through the Social Styles program—further reiterating the importance of reducing tensions in the workplace. Three years after they began using Social Styles, this global insurance company committed to train double the amount of people then were originally planned. They witnessed such dramatic improvement on the people skills of those staff members who had attended the program that they decided to implement it more widely throughout the organization.

The implementation of the program throughout the Asia Pacific region has created a common language for the staff to describe people with whom they work and has ultimately helped them establish a stronger corporate culture.