



Case Study: Building a Capability



Client

Senior Leadership Team

Top 20 Life Sciences Company

CHALLENGE:

The Senior Leadership Team was facing a fast-changing, less predictable environment. It was important to respond to market changes more quickly than they had in the past. The challenge was to enable country teams and product leads to diagnose performance issues early and be proactive about corrective actions.

ACTION:

CapSys worked with the Senior Leadership Team and Head of Commercial Training & Development to roll-out a structured and comprehensive approach to problem-solving. Our 1-day "Driving Performance Improvement" Training was rolled out to the top 300 managers in the Commercial organization across 15 sites.

RESULT:

- Senior Management credited the approach with enabling better, faster decision-making and more rigorous problem solving on the part of teams
- Training was extended beyond the classroom with a Handbook that enabled any manager to setup and execute the process with their team.