



## Leadership Development Programme

The programme was designed to meet the future development needs of the managerial population and to form part of a culture change programme within the business. Internal and independent external evaluation enabled the impact of the programme on Organisational Performance to be measured. Outcomes included; increased capability in managers providing feedback and dealing with performance issues, increased communication and effectiveness of meetings, adapting leadership style to suit different people, improved morale, satisfaction and performance of team members, reduced turnover, greater understanding of customer needs, enhanced ability to deal with conflict, and to facilitate & implement change.

**Return on investment:** Given that it costs a minimum of 150% of someone's annual salary to replace them, the savings are enormous. Hidden costs of loss of company information and intellectual property also need to be factored in.

Better managers/leaders  
Happier & productive staff  
Reduced turnover

The programme has been evaluated and accredited by the 'Institute of Bankers,' Dublin.