

Human Capital Development

# Case Studies



# Leadership Development for Middle Level Managers

## The Background

The region experienced rapid business growth, leading to extensive recruitment to meet product and service demands. This created a need for more managers capable of leading teams effectively. To address this, the organization adopted a strategy of promoting high-performing internal staff to managerial positions.

## The Challenges

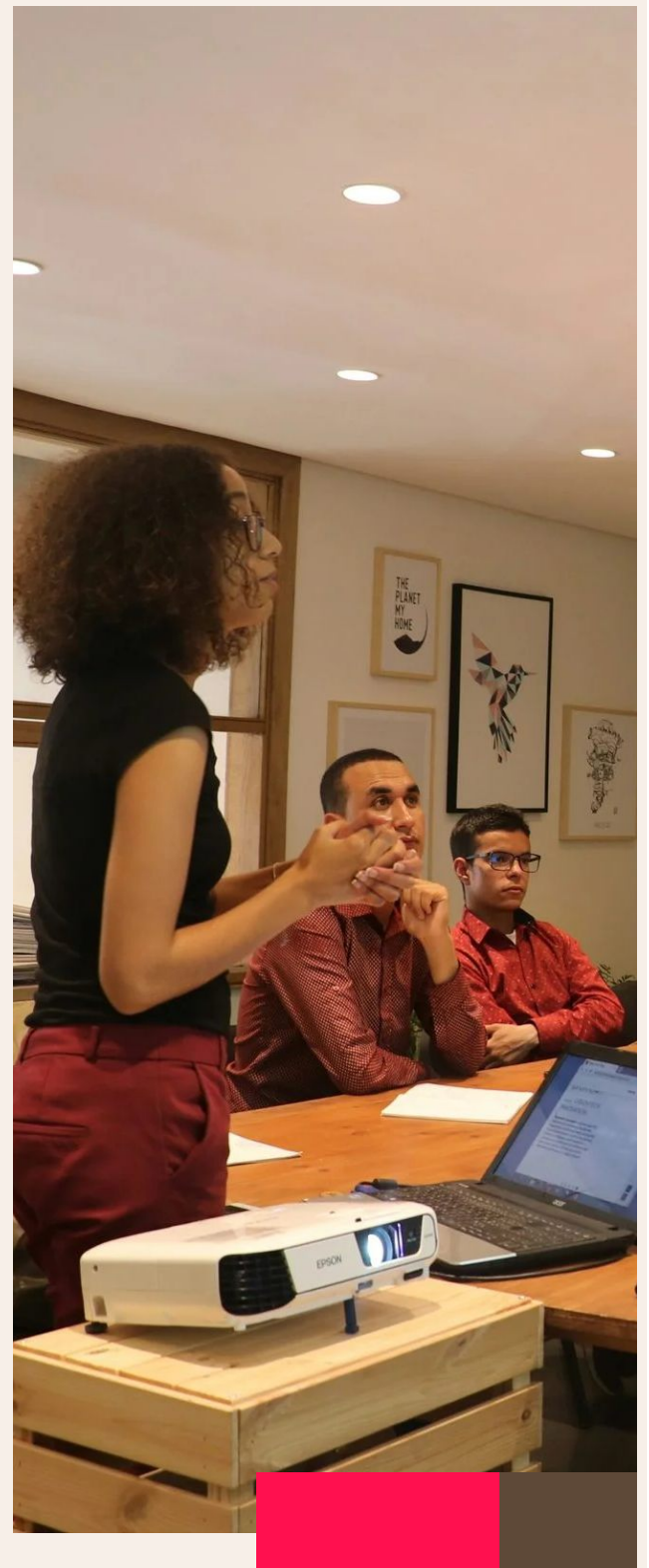
- Managers lacked the necessary skills to effectively manage and lead their teams.
- They relied on traditional, relationship-based approaches and had limited knowledge of modern management and leadership techniques.
- They faced difficulties collaborating with colleagues from foreign-invested companies.

## The Solutions

- Conducted in-depth interviews with stakeholders and participants to understand their concerns and identify key areas for improvement.
- Developed a specialized training program focused on enhancing management and leadership skills.
- Each manager and supervisor completed three modules covering self-management, team management/motivation, and advanced leadership.
- Integrated an assessment and mentoring system into the development program to track progress and provide ongoing support.

## The Results

- Over 100 managers successfully completed leadership and capabilities training within 1.5 years.
- Managers expressed enthusiasm and appreciation for the training, remaining highly engaged throughout the program.
- They became more open to adopting new approaches and demonstrated greater openness toward colleagues and superiors from other subsidiaries and business units.



## Conclusion

The case study highlights the success of a tailored leadership development program for middle-level managers in a rapidly growing organization. By addressing skill gaps through focused training on self-management, team leadership, and advanced leadership, the program improved managerial capabilities and fostered a more open, collaborative work culture. With over 100 managers trained in 1.5 years, the initiative led to sustained behavioral change and better-equipped leaders, demonstrating the value of targeted development in driving organizational success.



# Leadership Development for Head of Departments and Aspiring New Managers

## The Background

The region experienced rapid business growth, leading to extensive recruitment to meet product and service demands. This created a need for more managers capable of leading teams effectively. To address this, the organization adopted a strategy of promoting high-performing internal staff to managerial positions.

## The Challenges

- Several leadership and soft skills areas were identified as critical capabilities needing improvement among managers.
- With the attrition rate rising in recent years, there is a need to increase managers' awareness and support to address this challenge.
- The siloed working environment highlighted the necessity to improve cross-functional collaboration.

## The Solutions

- A one-year leadership development plan was implemented for managers and selected future leaders.
- A specialized program was designed to enhance management and leadership capabilities.
- Eight key topics were chosen for competency development, with assignments assigned for each topic to ensure practical application.
- Half-day follow-up sessions were organized to reinforce learning and review progress on assignments.

## The Results

- Managers became more open to discussing their challenges and acquired new leadership skills for team management and cross-functional collaboration.
- Participants showed noticeable growth in confidence, particularly in areas such as sharing and presenting ideas, collaborating with others, and communicating assertively.

## Conclusion

The training program successfully addressed the identified challenges and goals by implementing targeted solutions. Participants gained valuable skills and knowledge, leading to measurable improvements in their performance and confidence. The results demonstrated the effectiveness of the training in achieving its objectives, fostering a more collaborative and capable workforce. Overall, the initiative contributed significantly to the organization's growth and employee

