

Behavioural Competencies Program for Key Personnel

BFSI Global In-house Capability Centre (GIC)

Enparadigm designed a round-the-year learning journey around **behavioural competencies** for the workforce at a European multinational investment bank and financial services company. Headquartered in France, it is among **Europe's largest banks with over 5 Bn Euros** worth of revenues posted, and total assets well over 1 Tn Euros across industries.

The company is counted among *Trois Vieilles* ("Old Three"), the holy trinity of French financial industry.





Identifying the Need

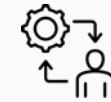
Enparadigm is driving capability across the following competencies for over **1500 participants** from middle and junior management every year:



Coaching Approach



Influencing



Change Management



Cultural Diversity



Executive Presence



Time Management



Effective Delegation



Prioritisation

Over the last year or so, Enparadigm has delivered close to a **hundred workshops** around these competencies.

Framework used

The interventions make use of the following frameworks to impart learning around the key competencies:



Conflict Management: Merrill and Reid Social Style Model, ADEA Style



Time Management: Pareto's Principle, Productivity Matrix, Eisenhower Matrix of Urgent vs Important



Change Management: 3 Levels of Change, ADKAR Model



Influencing: Feedback vs Evaluation, Feedforward

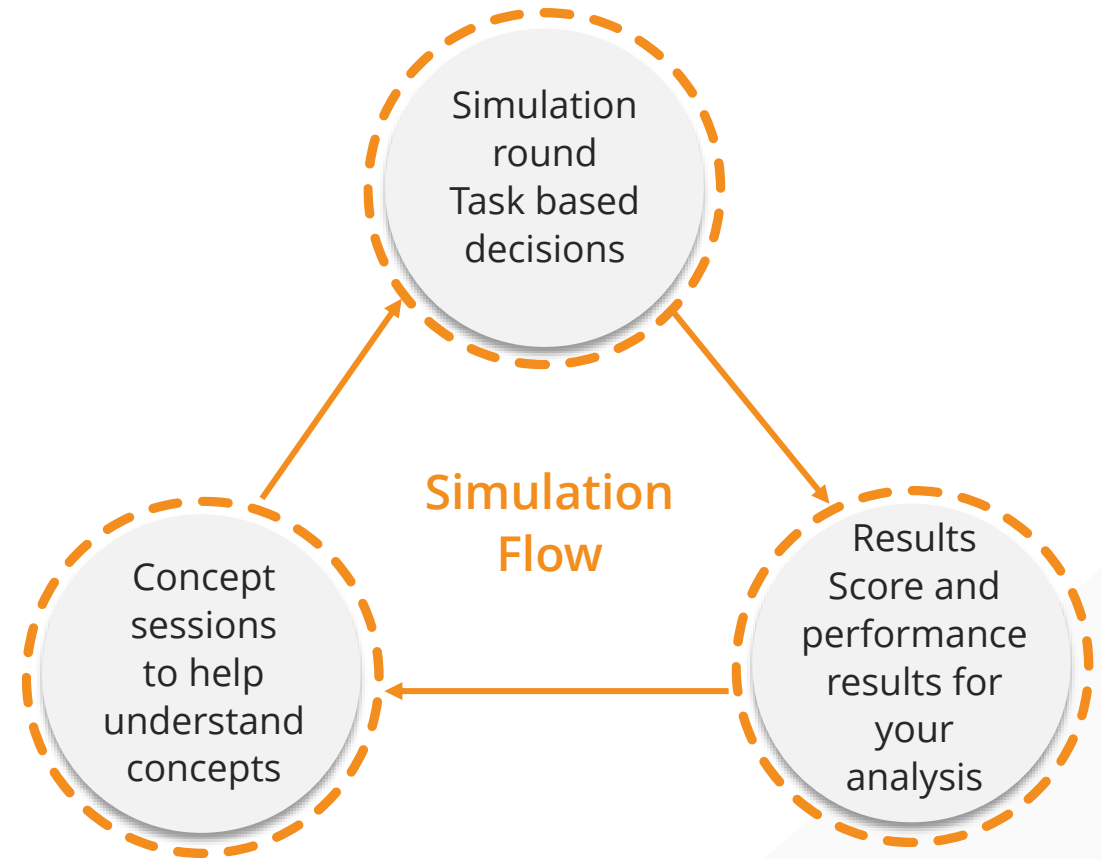


Leadership: Johari Window Concept, Openness Self-Assessment

Program Approach

Each of these sessions, led by seasoned facilitators with industry experience, typically cover the learnings around a competency through various learning techniques (role plays, individual presentations etc.) and are built around meaningful scenarios that reflect reality and recreate what happens in participants' jobs, giving them the chance to practice their skills.

The key piece of these workshops is Enparadigm's behavioural simulations:



Each simulation leverages gamification to help assess, learn and modify behavioural aspects for business impact.

The workshop learnings are then fortified through caselets and online modules to retain and reinforce understanding of concepts.

Program Feedback

Here are the feedback scores from the most recent batches:



0

1

2

3

4

5

Participant Testimonials

”

“The facilitator did a fantastic job! Most of the skills picked up during the session can be implemented easily as part of our day-to-day activities.”

”

“It was a well-organised training session, helped understand relevance of building a brand for self.”

”

“It was a very interactive training. It will definitely help me improve my day-to-day work.”

”

“The training agenda was an apt mix of theory and practical sessions. The trainer was proficient about the subject and imparted the training very well.”

”

“L&D should get this kind of simulation-based trainings more where we can see our progress during the session itself.”

”

“An extremely helpful and informative course. Training materials were well organized and provided good case studies. Instructor was extremely professional and pleasant to learn from.”

”

“Beneficial training in terms of developing the skillsets required to manage uncertain situations during planning and strategic projects.”

The background image shows a hand in a white sleeve holding a silver Bitcoin coin, positioned above a white piggy bank. Another hand in a blue sleeve is holding the piggy bank from below. The entire scene is set against a solid blue background.

enparadigm

Find out more at
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