

Case study: Capability Frameworks

Overview

This division of a major bank required a capability framework to uplift the performance of an existing team and provide the basis for other initiatives to find, win, retain, and grow the right people for the right jobs.

Challenge

The key challenge was to ensure existing team members understood the need for change and played an active role in the design process so they felt ownership of the solution rather than seeing it as something that was being imposed on them.

Solution

Michael consulted deeply with existing team members and other stakeholders to design and develop a capability framework. The framework defined and articulated the core capabilities required by team members to be successful in their roles.



Each capability was underpinned by a set of observable behaviours. The capability framework provided the foundation for a range of other initiatives to support the recruitment, selection, onboarding, training, and career development of team members.

Deliverables

The key deliverables for this project were a defined capability framework and associated resources including role-based recruitment guides, an induction training program, a SharePoint-based knowledge hub and training catalogue, personal training plans, and career development guides.

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Outcome

The project delivered a detailed capability framework and associated resources to the existing team over a six-month period. Team members indicated they had greater clarity around what was expected to them, and access to resources to self-manage their ongoing development and career progression.

Contact us

We can design and deliver solutions to support small-scale, standalone initiatives or large-scale programs of work for major implementations. Contact us to discuss your requirements.
