

## THE CLIENT

CNG, a Harrogate based organisation who provide utilities to businesses. Formed in 1994, they currently have an Investor in Customers ranking of 'Outstanding.'

## THE ISSUE

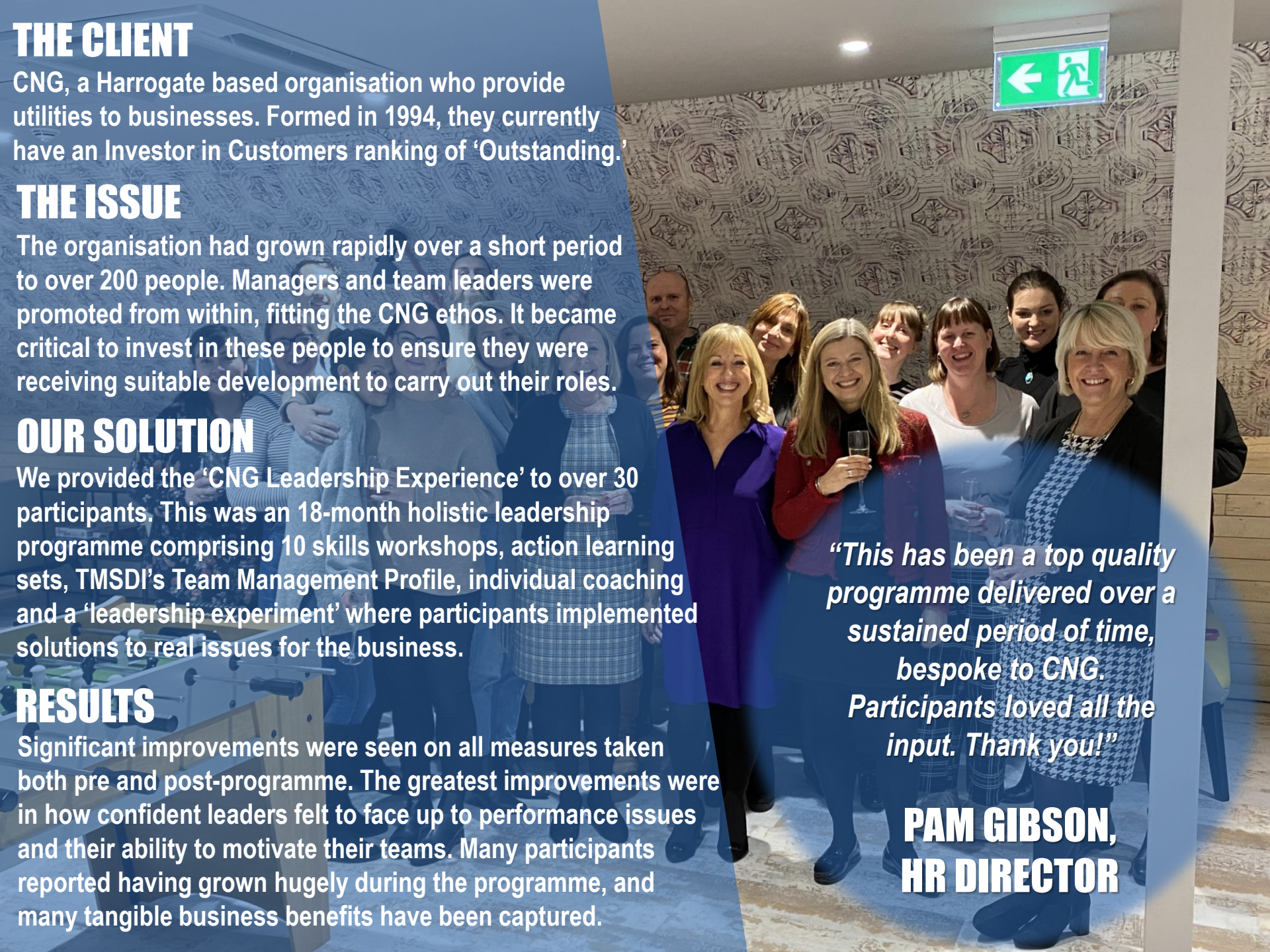
The organisation had grown rapidly over a short period to over 200 people. Managers and team leaders were promoted from within, fitting the CNG ethos. It became critical to invest in these people to ensure they were receiving suitable development to carry out their roles.

## OUR SOLUTION

We provided the 'CNG Leadership Experience' to over 30 participants. This was an 18-month holistic leadership programme comprising 10 skills workshops, action learning sets, TMSDI's Team Management Profile, individual coaching and a 'leadership experiment' where participants implemented solutions to real issues for the business.

## RESULTS

Significant improvements were seen on all measures taken both pre and post-programme. The greatest improvements were in how confident leaders felt to face up to performance issues and their ability to motivate their teams. Many participants reported having grown hugely during the programme, and many tangible business benefits have been captured.

A group of approximately 15 people, mostly women, are smiling and posing for a photo at what appears to be a social event or networking session. They are dressed in professional attire. In the background, there is a wall with a complex, repeating geometric pattern and a green exit sign with a white arrow pointing left. The overall atmosphere is positive and professional.

*"This has been a top quality programme delivered over a sustained period of time, bespoke to CNG. Participants loved all the input. Thank you!"*

**PAM GIBSON,  
HR DIRECTOR**