

P.A.A
PAUSE, ALIGN & ACT



Your Need As We Understand

Situation

The participant profile consists of a minimum of 30 professionals who belong to the COO team. They work across areas like Facility, Risk and Control and across various departments like Finance, IT and Communication. They all on an average have around 15 years of work experience in total and about 5 years of work experience in HSBC. This group is a mixed group and they do not necessarily have dependency on each other.

Problem

Owing to a couple of instances like team games etc where these people were brought together to work together as a team the following problems seem to have surfaced :

- They are extremely slow when it comes to thinking on your feet
- They possess the old world mindset and are averse to change
- 'Victim' mindset is prevalent
- Lack in efficiency
- Approach towards internal customers need to improve

Implication

Due to the above mentioned problems the following implications have arisen in the organization:

- **Lack of collaboration leads to wastage of time and energy on certain projects**
- Bill processing gets delayed when finance and legal do not collaborate to work together to ensure smooth facilitation
- Independently they work well, in teams they do not due to unwillingness and lack of collaboration

Need

HSBC wants Maynard Leigh to facilitate a 4 hour workshop in which the participants need to learn how to collaborate and work together with one another as a team. Focus needs to be on picking up 5 points or goals for this group of people that can be instilled over time into these participants by the help of their managers to make sure that the requisite change takes place within the participants

At the end of the journey participants should...



Think:

- I am aware of the overall big picture, gives me clarity as to what is expected out of me
- I believe in the clichéd expression “change is the only constant”
- I can contribute by being accountable for my own actions



Feel:

- More aware of what is going on around me
- Confident of what we need to do
- Ready to be part of change
- Responsible for my own actions



Be more able to:

- Take actions/decisions which are more aligned to the big picture
- Push myself out of my comfort one and do things differently
- Initiate what I can do, proactively update my stakeholders and show sense of urgency

Session Design

Post diagnosis, Anand was able to come up with certain touchpoints which were articulated by the participants during the calls and he decides to work on these during the 4 hour session. They are as follows :-

- Session 1 – What is HSBC going through? The changes as an organization
- Session 2 – How do we move from the Current State to the Desired State? What are the behaviors/actions needed?
- Session 3 - Leadership DNA. Are we living these behaviors (Blood Test), Action Points individually
- Session 4 – Inner cast of Characters
- Session 5 – Connect – Finding Commonalities
- Session 6 – Treasure Box – Anchoring the learnings

Commercials for this Intervention

ACTIVITY	BREAK-UP	TOTAL INVESTMENT
Diagnostics & Design- Half day worth of Investment	30,000	
Delivery - Half day worth of Investment (35000 X 2)	70,000	
TOTAL		INR 100,000