

Case Study

Prada



GLEAC

Objective

Improve Sales Team KPIS and customer experience.

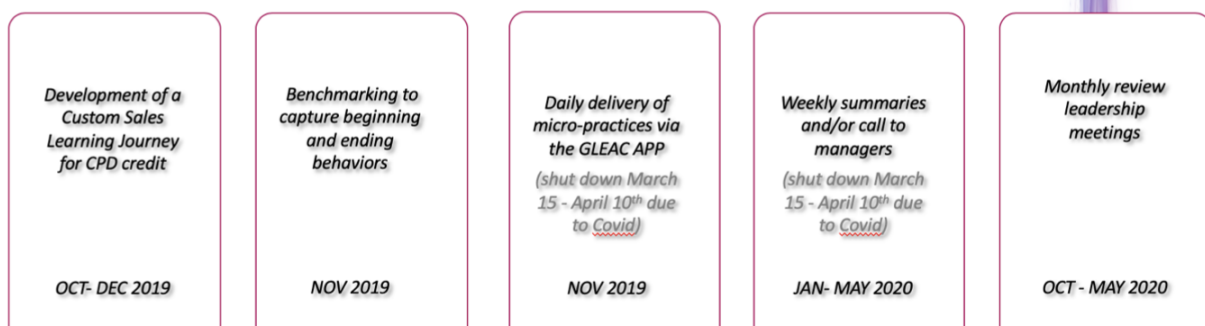
PRADA

The Solution

Wrapped in 3 core Prada values, determine the behavioral drivers of the company culture and top + bottom performing employees and design a upskilling campaign for the entire population based on the cultural and top performing behavioral drivers

Metrics included engagement, learning agility of each team member, behavioral shift and relation to KPIS etc.

FRAMEWORK OF THE PILOT



powered by GLEAC

The Result

100% recommendation for global roll out.

**TOP PRADA BEHAVIORS
BEFORE COVID**

**SENSE OF DUTY
CONFLICT RESOLUTION
RESPECTING INSTRUCTIONS**

Will this remain
core culture
driving KPI's?

**TOP EMERGING
BEHAVIORS POST
LOCK-DOWN**

**TIM
IDE ...
ORG.....**

Is this the new
culture to drive
KPI's post
Covid?

+163%

**NO. 1 INCREASE IN TOP
PRADA BEHAVIOR BY AN
EMPLOYEE. SHE WAS
ALSO PROMOTED DURING
LOCK DOWN!**

Is this the quickest
indicator of who to hire
and who will move up
quickly at Prada?