

Development of leadership talent

Henry Boot PLC's Group Operations encompass land promotion, property investment, development, construction and plant. As guardians of Henry Boot's business integrity built up over 130 years, they are ever mindful of their prime focus to achieve satisfaction for key stakeholders and in so doing maintain the standard set by the founder all that time ago. Henry Boot PLC recently engaged QA Learning to co-develop and deliver a programme to upskill aspiring, new and experienced managers.

The Challenge:

Henry Boot has a high retention rate and a higher than industry average length of employee service with a strong 'promote from within' culture. With an ever growing business, promoting from within is the preferred method to assign managerial and leadership responsibility, meaning that the development of leadership talent is essential.

As an organisation, Henry Boot was in the process of updating its group 'Purpose, Vision & Values' – landing these within the business and instilling these habits and behaviours in its workforce was a key priority.

The Solution:

Following an internal 'root and branch' look at the organisation's current approach to its learning strategy, Henry Boot sought advice from QA on how a programme could be designed and implemented. Two clear strands had emerged as priorities – a Leadership Development modular programme, and a Personal Effectiveness programme that would be suited to a wider audience.

QA appointed a dedicated Learning Solutions Manager to the project to scope out the required learning outcomes in collaboration with the Henry Boot L&D team. Recommended learner journeys were then drawn-up along with top level course outlines. Initially, six one-day course modules were proposed for the Leadership Development programme along with two standalone one-day modules for the Personal Effectiveness programme.

Upon commencement of the contract, QA appointed a Learning Programme Director to take the top level outlines into fully tailored courses. The Henry Boot's Purpose, Vision & Values' were woven into the content to ensure that corporate messages were being communicated in a consistent way; and QA's Design Team worked with Henry Boot's Branding Team to ensure all course materials were 'on brand' for each module.

“ **Working with QA has been a really positive experience,** their wide range of expertise plus the willingness to listen and adapt to our particular needs has proved to be a very successful formula. ”

Andy Craig
Learning and Development Manager at Henry Boot PLC

The Outcome:

The Leadership Development Programme was piloted successfully in 2017-18 to a cohort of relatively new managers. Feedback from these sessions was then used to shape the remainder of the programme. This was then expanded into the creation of a multi-level course portfolio to ensure that the content remained relevant, when taking these sessions to a wider audience with differing levels of responsibility, throughout the business.

Additional standalone modules were also developed as the scope of the learning requirements evolved, and the delegate feedback continues to be overwhelmingly positive for every session that QA run.

“ **Great tutor, really friendly and helpful...** the content was taught simply and easy to understand... which helped me feel at ease. ”

Henry Boot Delegate Feedback

About:

Operating through an expanding network of regional offices in the UK, with qualified and experienced staff, Henry Boot is proud of their long established reputation in specialist markets.

Henry Boot PLC is one of the UK's leading and long-standing property investment and development, land promotion and construction companies.

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