



CLIENT: A GLOBAL FORTUNE 500 FINANCIAL INSTITUTION

Client Request

- A sustainable and engaging Culture Transformation initiative focused on creating a strong risk and compliance culture while also incorporating strategy, quality, the customer, and corporate values

Audience

- 14,000+ employees of all levels across the United States
- 4,000+ international employees who support the United States business

Eagle's Flight Delivered

- 100% customized two-year, multi-phased Culture Transformation initiative, which dramatically changed the culture of this organization

Tools Provided

- Two 360 degree assessments for all leaders and managers conducted over the two-year initiative
- Various models designed to encourage targeted learnings and behaviors
- Participant takeaways and resources
- Six digital reinforcement activities
- Comprehensive communication strategy and support

Approach for Distributed Workforce

- Targeted and customized approaches taken during each phase to ensure appropriate content was delivered to each audience
- Specifically designed training for leaders, managers, and employees
- Leaders and managers also attended all employee sessions
- During the final phase, all levels were brought together in one day of training, intentionally designed to encourage networking and open discussion between various levels and positions within the organization

Executive Involvement

- Executives participated in discovery interviews at various stages throughout the initiative
- Executives reviewed and signed off on all content
- Executives participated in additional leadership training to encourage role model behavior
- Video message from the CEO included in each phase of the Culture Transformation
- Executives actively participated in each phase
- Final phase included live (1.5 hour) town hall with an executive present at each of the 63 sessions, to deliver a business update and conduct a live Q&A session