

Ericsson

Situation

Historically most of the development within Ericsson has been for experienced managers. More recently a particular focus has been placed on supporting individuals in the early days of their first appointment in a management role.

Ericsson asked MLI to design and run a programme for them to provide this critical bridge within an employee's career. Being a company with a strong people orientated culture, it is important that first line managers can represent the company values and desired behaviours.

MLI's Solution

The MLI solution is in two parts of three days each.

The first part helps new managers to:

- Understand the specific expectations Ericsson has of line managers
- Gain the necessary understanding and confidence to apply relevant company policies & procedures and an appreciation of UK employment law

The second part is focused on people management skills.

A wide range of knowledge and skill topics are covered, all of them mapped directly on to Ericsson's own Leadership Framework. Individual pre and post assessment of the levels of knowledge enable the effectiveness of the learning to be constantly evaluated.

Managers in Ericsson are often very technical, with a significant bias in their learning styles. The MLI solution uses this as a positive, and makes substantial use of a wide mix of learning techniques including case studies, group problem solving and forum theatre. The programme also includes professional role players to practise simulations of the real issues they will be dealing with day to day. A senior manager joins the group to talk through his or her own leadership journey.

Benefits

The overall benefit has been a very significantly improved level of confidence and competence amongst the newly appointed managers in Ericsson, who are able to become effective in their new roles very quickly.

The programme has been extremely highly rated by the delegates. Specifically:

- The high degree of relevance in the material means that the managers leave the event with enthusiasm to try out new techniques and skills
- The programme provides not only the skills but also the practical process and procedural knowledge required by newly appointed managers at this critical stage in their career
- The opportunity to work on issues with peers across the business leads to an increase in business understanding and networking at first line manager level
- Following the chance to discuss and reflect on topics in a stimulating way, many managers report that they are motivated to drive further, independent development after the event.



Key Facts

Company

Ericsson

Nature of Business

Ericsson is a world-leading provider of telecommunications equipment and related services to mobile and fixed network operators across the world.

Number of Staff

78,000 worldwide

Develop the capability of your business - email enquiries@mayolearning.com today.