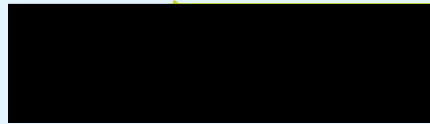


Client Case Study



Kingfisher Plc

Situation

Despite its international coverage Kingfisher plc lacked a consistent, cross-business framework of Leadership Attributes to promote a common approach to resourcing, talent development or succession planning on a global basis.

Backing up their Head of OD, Kingfisher's Chief Executive set MLI the challenge of creating a simple - "non HR jargon" framework which could be communicated on one page!

MLI's Solution

MLI engaged with most of Kingfisher's top 200 leaders both individually and through a number of cross-business workshops to define the characteristics they believed would most improve their overall performance. Many store managers were also involved to ensure a strong market / customer relevance.

12 short, meaningful capability statements were defined, each with positive and negative examples. These were grouped under 3 essential headings for Kingfisher: "Anticipate, Engage and Deliver".

MLI led a global Project Team to steer and inform the development of the new framework which was tested in various cultures and languages - including Chinese.

Benefits

Feedback on the process and the resulting framework was extremely positive.

- A practical and forward looking framework now underpins key HR processes such as talent management and development, senior management recruitment and performance management.
- Another key benefit was the reinforcement of cross business working as a very powerful way to achieve a practical and robust outcome.

Group OD Manager, Kingfisher, says:

"We have been very impressed by MLI's ability to build and tailor a framework specifically to match our needs, and to get to grips with the complexities of working in our multi cultural leadership environment. The framework will be invaluable in helping us to get the very best from our international talent going forward."



Key Facts

Company

Kingfisher Plc

Nature of Business

Kingfisher plc is Europe's leading home improvement retail group and the third largest in the world, with around 830 stores in eight countries in Europe and Asia.

Number of Staff

80,000+

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