

## CASE STUDY

High-potential  
Millennial leaders  
learn Google  
doesn't have  
all the answers



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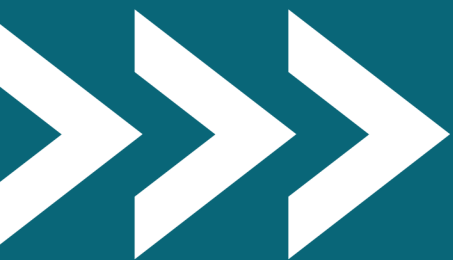
Today's leaders are increasingly dealing with **complex challenges, uncertainty and ambiguity.**



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A financial services organization launched an annual leadership development program where participants work to tackle **ambiguous business challenges.**



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Their first quarter challenge:

How do we  
become a  
culture of  
innovation



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The cohort worked in small teams, searched Google for answers and competed, rather than collaborated to resolve this challenge.



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The solutions offered the CEO weren't very innovative, didn't get to the heart of the matter, and highlighted a more pressing leadership concern.



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Leaders need **complex problem solving, and innovative thinking** if they're going to thrive in an ambiguous, unpredictable and changing world.



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We **re-designed** their leadership development program using our





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The **goal** was to equip leaders to work through ambiguity with a **problem solving process, tools and training** that structured collaboration and innovative thinking.

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This allowed the leaders to focus and broaden their thinking and gave them the confidence to **step outside their comfort zone** when tackling complex challenges.

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After training,  
the Quarter 2  
challenge given to the  
cohort was equally  
ambiguous.

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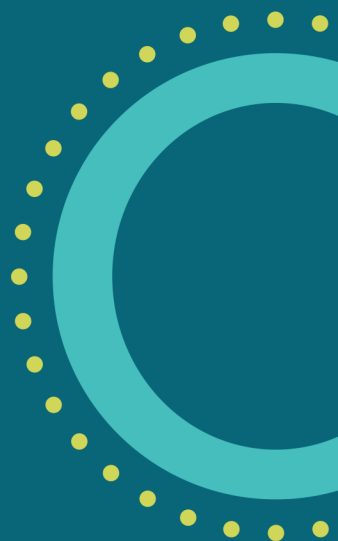


They had to take what they learned from us to **design and lead** a 1/2 day event for the entire headquarters staff.



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The **goal** of the event was to help staff understand how they could contribute to **building a more innovative culture.**



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The cohort rose to the challenge, found their own answers and produced an innovative, well-attended and appreciated learning event.



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In the process, they emerged as a higher-functioning, innovative and collaborative team with greater respect and trust in each other to deliver.

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# Want to love leadership again?

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