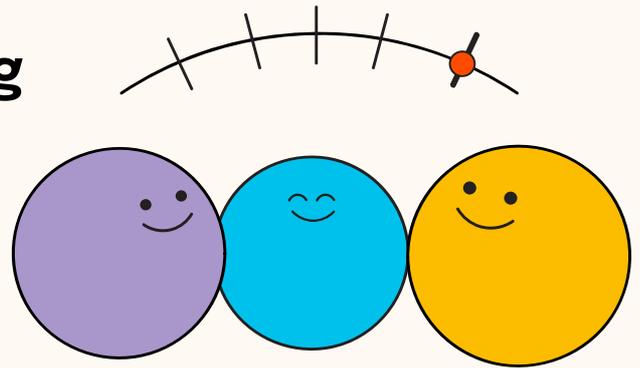


CASE STUDY

How a global consulting firm's Mauritius team enhanced their consulting skills by learning experientially through a business simulation



About the Client

A global firm with 738,000 employees across 49 countries; serves clients across 120 nations. Renowned for its expertise in digital transformation, operations enhancement, and revenue growth, they employ advanced technology and innovative approaches to assist their clients in achieving their objectives and increasing performance.

Background

The client identified a deficiency in their consultants' client-handling skills, adversely affecting overall client satisfaction and business outcomes. Their Level 11 consultants, comprising of team leads and supervisors, faced challenges in practical client-oriented and analytical skills despite possessing strong technical knowledge.

Key issues included:



Inability to make quick decisions



Deficiency in building rapport



Lack of confidence in delivering impactful client presentations



Overdependence on team leaders for assistance



Need for guidance at every step of the consulting process



Static mindset with an executive perspective, lacking a consultancy approach



Insufficient reasoning and analytical skills

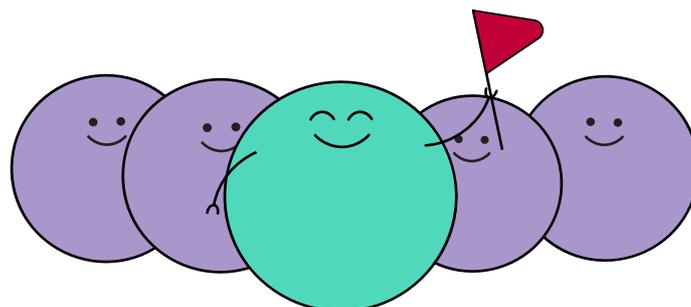
The company had opted for trials with two different vendors that failed to yield the requisite outcomes.

Following this, a collaboration was initiated with FocusU to foster a better adoption of a consulting mindset for anticipating client needs. The objective was to enhance team members' critical thinking, decision-making, and business analysis capabilities.

Solution

To address these issues, we devised a learning journey, spread over two and a half days.

40 participants, predominantly team leads and supervisors (from Level 11 consultants), divided into two groups of 20 each, undertook this journey. The formulation of smaller groups consisting of 20 participants provided ample room for meaningful interaction.



The learning journey comprised of:



A Kick-off workshop

The workshop included a formal and robust induction, where training objectives were defined; a clear program overview was also provided to all participants. Several ice-breaking activities, which focused on team building and ensuring an effective learning space, were also conducted.



Grand prix simulation (to enable participants to learn experientially)

The Grand Prix simulation was selected as it is designed to help participants in developing critical thinking, problem-solving, and decision-making skills in a fun and engaging environment.

In the simulation, participants take on the position of a team manager, who needs to make crucial consultancy decisions from start to finish by allocating resources wisely and achieving predetermined goals.

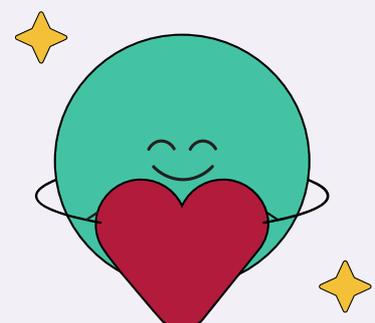
The simulation analytics and debrief sessions led by the instructors helped participants gain valuable insight into analytical thinking by enabling them to make decisions in real-life scenarios.



Post program workshop and engagement

Results of the simulation helped identify areas of improvement. These were shared with participants. Each participant was also requested to make a commitment to start implementing just one of their areas of improvement. Participants' chosen area of improvement was also shared with concerned stakeholders.

A group sharing also helped participants to reflect and thinkthrough how to apply the learnings.



Impact

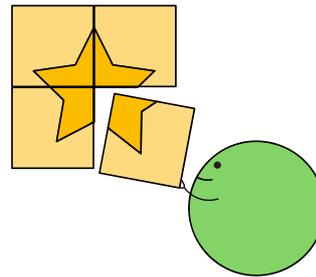
The learning journey helped participants with enhanced abilities and self-assurance needed to succeed in client engagements, resulting in favorable long-term benefits for both the consultants and the company.

The experiential learning methodology helped participants discover their AHA moments and blindspots, on their own, with little guidance from the facilitator. The activity-based and no-slides approach helped in making it a very interactive session. Many participants shared instances, on the second day of the journey itself, as to * how they had already started to implement some of the learnings.

The overall rating from participants was a

9.2

(out of 10)



Participant Feedback

Participants rated the overall experience very highly, with an average rating of 9.2 out of 10. The feedback emphasized the interactive and engaging nature of the sessions.

Key Positive Points:



Application of Knowledge

Participants rated the overall experience very highly, with an average rating of 9.2 out of 10. The feedback emphasized the interactive and engaging nature of the sessions.



Interactivity

Many participants appreciated the interactive format, including activities and group discussions, which made the learning experience enjoyable and instructive.



Critical Thinking

The sessions helped participants recognize the importance of evaluating facts and considering biases before making decisions.



Practical Insights

The experiential learning approach enabled participants to discover their blind spots and AHA moments, facilitating immediate application of new skills.

Overall, the feedback indicates that the program was well-received, with participants feeling that the skills and methodologies they learned would be valuable in their professional roles.



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