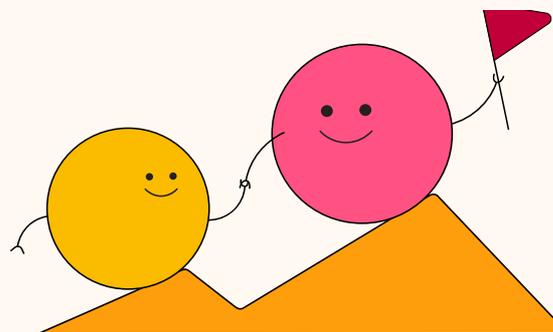


CASE STUDY

FAI Emerging Managers Program

Nurturing Leadership from Within



About the Client

First American India (FAI) is a recognized leader in its sector, known for its focus on operational excellence and talent development. As part of its commitment to building a strong leadership pipeline, FAI has been investing in its flagship managerial development program - now in its third year.

Background & Challenge

FAI's business growth and transformation journey required a robust cadre of new managers, equipped not only with functional expertise but also the critical people leadership skills needed for success in a dynamic environment. While FAI possessed rich, company-specific learning content, the organization sought to maximize impact through high-quality facilitation and actionable post-program learning.

Key challenges included:



Ensuring alignment between FAI's unique business objectives and the leadership development journey.



Delivering the program in a way that deeply engages participants, moving beyond theory to real-world application.



Embedding learning so that new managers could immediately apply concepts to their day-to-day leadership roles.

Our Solution

Co-creating a Seamless Learning Experience

FAI partnered with FocusU to facilitate its flagship three-day Emerging Managers Program for 25 participants in Bangalore. This collaborative approach ensured that FAI's proprietary content and learning outcomes remained at the forefront, while leveraging FocusU's deep expertise in experiential facilitation.

Program Structure & Flow

The learning journey was thoughtfully designed to guide participants through three core dimensions of leadership:



Orientation:

- Setting context and gaining participant commitment for the learning journey ahead.



Day 1: Me as a Leader:

- Participants explored self-leadership, self-awareness, and personal accountability.
- Activities and reflection using the DISC tool for self-awareness helped them identify their unique strengths and growth areas as emerging leaders.



Day 2: Me Leading You:

- Focus shifted to leading others: building trust, communicating vision, and managing team dynamics.
- Practical exercises provided hands-on opportunities to practice delegation, feedback, and team engagement.



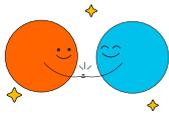
Day 3: Me Leading Us:

- The journey culminated in understanding how to lead teams toward shared goals.
- Participants examined strategies for cross-functional collaboration, influence without authority, and fostering a high-performing culture.

Post-Program Application:

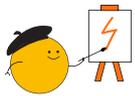
To ensure that learning translated into action, all participants continued their leadership development journey (for two months) through structured assignments, reflection prompts, and knowledge checks on an LMS (Learnworlds). This digital extension reinforced key concepts and encouraged practical, on-the-job application over the following two months.

Results & Impact



Deep Engagement:

Participants reported high engagement levels, appreciating the blend of company-specific context with interactive, experiential facilitation.



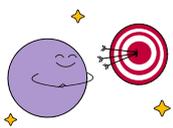
Immediate Application:

By leveraging real workplace challenges and team scenarios, managers found it easier to apply new skills from the very first week after the program.



Sustained Learning:

The use of an LMS (Learnworlds) for ongoing assignments and reflections kept the learning alive, supporting behavioral change beyond the classroom.



Alignment with Business Goals:

FAI's own content ensured all learning was closely aligned with organizational culture and priorities, while FocusU's facilitation brought energy, structure, and expert guidance.

As part of their ongoing learning journey, participants engaged with structured activities and reflection prompts on an LMS (Learnworlds). These activities encouraged them to immediately apply new skills and approaches at work. The following stories illustrate how participants transferred learning into real workplace action and the tangible impact that resulted:



Coaching for Performance

A manager used the ECT(M) coaching model to support a team member struggling with sales targets. By guiding the employee to identify her strengths and create a focused action plan, the manager fostered greater motivation and set up regular check-ins. This approach shifted the dynamic from simply providing solutions to empowering the team member to problem-solve independently.



Building Trust & Psychological Safety

Several participants made a conscious effort to create an environment where mistakes were discussed without judgment. By listening and accepting input from team members, they observed increased openness during meetings, a willingness to take initiative, and improvements in both team accountability and overall performance.



Giving Constructive Feedback

Managers shifted from being passive about repeated errors to adopting a more assertive and situational approach to feedback, guided by their DISC assessment learnings. As a result, teams experienced fewer repeated mistakes and an overall improvement in performance and communication.



Mitigating Bias and Promoting Inclusion

Participants recognized that in-group bias had been affecting their delegation decisions. By encouraging open communication and actively seeking feedback, they were able to delegate more fairly, which led to improved team performance and allowed for better time management.



Enhancing Time Management

By prioritizing daily tasks, setting time estimates, and maintaining a buffer for unexpected work, managers were able to complete their shifts on time and support both their team's development and their own professional growth. This led to less stress, improved delivery, and increased productivity.



Navigating Conflict with Empathy

Managers applied conflict resolution skills when addressing disagreements, such as negotiating flexible work arrangements for team members. By communicating clearly and emphasizing the organization's "People First" values, they were able to resolve issues amicably and maintain trust within the team.



Encouraging Ownership and Collaboration

Teams that were given ownership of specific modules and encouraged to discuss their approaches openly built higher levels of trust and collaboration. This resulted in fewer errors, smoother project delivery, and a more engaged and motivated team.

These real examples demonstrate how post-session LMS prompts and activities:



Reinforce new skills and frameworks learned during the workshop,



Provide managers with continued guidance and structure,



Foster accountability and support for turning learning into lasting behavior change,



Deliver measurable, real-world impact at both the individual and team levels.

By combining immersive workshops with sustained digital engagement, the FAI Emerging Managers Program ensured that development wasn't just a one-off event, but a continuous journey of growth and application.



To know more about us, drop in at
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