



# Work Roles

## Improving Manager Effectiveness

Saville Assessment  
A WTW Company

## The Challenge

A well-known insurance company was embarking on a **large-scale management capability scheme**.

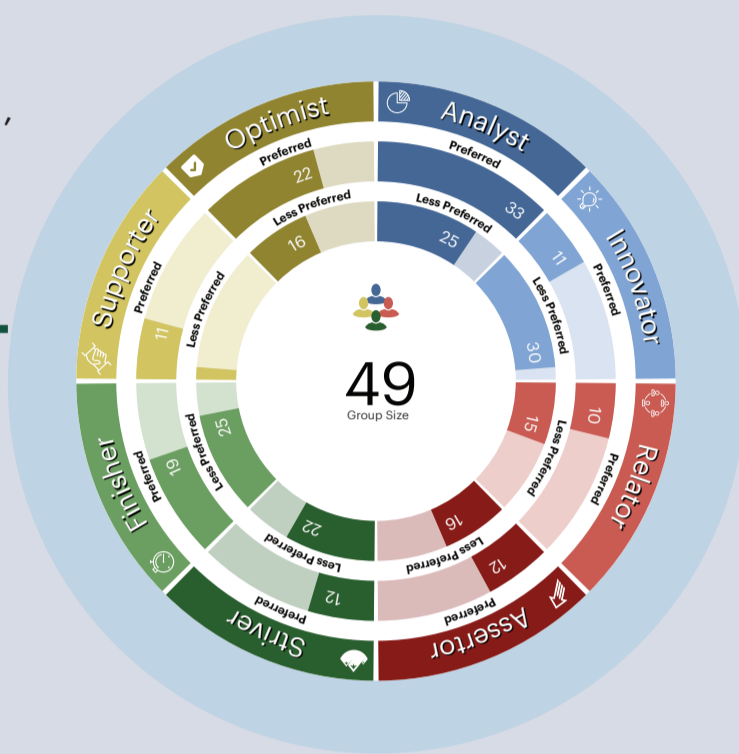


- ⊕ The aim was to improve the capability of managers, providing them with tools and techniques to build engaged and high-performing teams.
- ⊕ The organization wanted to give managers and teams the skills to enhance their positive impact and drive the business forward.
- ⊕ The scheme incorporated a three-day program designed to energize People Managers to connect and engage with their team.

## The Solution

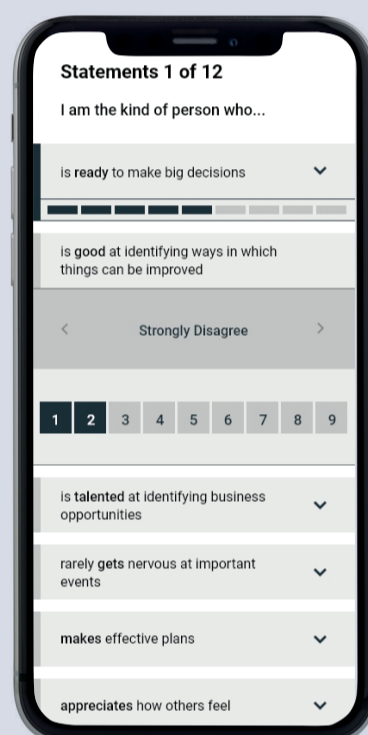
As part of the development program, the organization wanted to incorporate an in-depth psychometric assessment tool.

Saville Assessment recommended the Work Roles Reports which provided managers with their alignment against the eight roles from our **Work Roles model**.



Managers then took our **Wave Professional Styles** personality questionnaire (40 mins) and took part in a series of development sessions using their personal **Work Roles report**.

The sessions were designed to provide individuals with insight into their management style and guidance on how to work with individuals with contrasting work styles.



**Train-the-trainer sessions** up-skilled internal leaders to facilitate team building sessions within their own departments.

This encouraged open conversations across the organization around strengths, development areas and how to use one another's preferred styles to work more effectively together.

## Benefits to the Organization

### QUALITY



People Managers within the business were provided with unique and targeted development advice to enhance their management style.

### ENGAGEMENT



People Managers have facilitated their own team workshops; focussing on improving team dynamics and encouraging colleagues to work more closely with their opposites, using one another's strengths.

### EFFICIENCY



Managers became aware of the potential consequences associated with their preferred style being 'overplayed'.