

“ I felt challenged and realized that I had a choice. ”

Personal leadership for ‘securing our future’

Tangible and measureable culture change

Improving the effectiveness and productivity of the organization by guiding and coaching the more than 200 managers and managers of the aircraft maintenance organization.

The KLM Engineering & Maintenance organization has its own specific culture within KLM. To get the entire population involved, it was decided to let the middle management play a key role.

Approach

Together with KLM, an intensive change program was developed that consisted of three phases:

- Preparations and creating the change framework. In this phase, Talking Points were set up, the game rules established together, and intakes were held with all participants.
- Implementation phase in which an intensive 3-day program (the BOOSTcamp) was carried out immediately followed by an intensive program of coaching-on-the-job.
- Evaluation and next step. Feedback reports were made during the process and participants were involved in evaluations. The follow-up steps have been worked out as a next step in a team development program.

The power of the program lies in personal leadership and ownership

The strength of the program lies in the relationship between the role of senior management and the management thereof, the initial start per group of managers via a BOOST camp and then for a longer period of coaching-on-the-job and short group activities.

Behavioral changes are noticeable, and the culture change has been set in motion.

Results

Productivity increased by 24%

Employee satisfaction was 1 full point higher than in other divisions

Impact



A customized program designed for results

The Engineering & Maintenance organization has its own specific culture within KLM. To get the entire population involved, it was decided to assign a key role to middle management.

The transition focused on productivity objectives and employee satisfaction. Each manager was supported in developing their personal leadership to achieve their objectives.

Critical Success Factors

Smart design

A combination of an intensive mindset boost followed by an intensive and practical on-the-job program to develop and anchor new behaviors in the work environment.

Focus on goals

A laser focus on the core goals of the programma; no excuses and no distractions.

Change management

Professional change management to manage the breadth and complexity of the program and the impact in the organisation. And to make the impact visible to management over time.

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DRIVING CUSTOMER PERFORMANCE

EarlyBridge is a bureau specialized in customer centricity, leadership and organizational development.

We build bridges between people for more satisfied customers, happier employees and better business results.

See also our case:

'The power of leadership in transforming an organisation'

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