



Developing leadership potential through business simulations

The challenge

A global insurance company with operations across EMEA, Americas and AsiaPac sought to identify and develop emerging talent across the Group (7-10 years proven career success) to meet the future capability and talent needs of the organisation.

PsyCap Potential, was selected as the psychometric of choice to be embedded within a high-profile leadership development programme, delivered in partnership with a UK-based business school. It was selected due to its focus on predicting and developing leadership capabilities required for a complex, changing, global organisation.

To build internal capability to assess and develop leadership potential, we accredited a number of HR business partners on the tool. All HR business partners reported increase in knowledge of effectively applying psychometrics to differentiate performance and potential, and increased confidence in providing psychometric feedback.

The approach

Using an experiential approach, we created a bespoke case-study based learning experience that simulated an industry-relevant scenario, requiring learners to work in teams, drawing upon their five psychological capabilities to explore and solve the organisational dilemma.






The learning experience included methods of observational feedback, coaching, experimentation and structured reflection to help learners explore their current PsyCap Potential profile, identify helpful and unhelpful habitual behaviours and understand how to develop their psychological capabilities. 95% of learners reported that the module increased their knowledge and skillset, with 96% reporting clarity on a number of actions/commitments to take away and implement.

Test-retest of PsyCap Potential at 18 months showed significant return on development investment (RODI), with statistically significant change (i.e., an increase of 2 or more stens) at Time 2. Likewise, higher PsyCap Potential scores at Time 1 and Time 2 were positively associated with number of promotions and performance ratings, indicating its utility in predicting future and current leadership performance and potential.



Impact Assessment (Time 1 vs. 2)

Statistically significant change identified, including:

-  57% of participants demonstrated significant increase in speed and accuracy of problem solving in ambiguous contexts
-  65% of participants demonstrated significant increase in levels of introspection and adapting to others' emotions and needs
-  52% demonstrated significant increase in using self-confidence to step outside comfort zone and believe in own abilities
-  61% demonstrated significant increase in Resilience, including staying optimistic, regaining focus and composure quickly under pressure
-  65% demonstrated significant increase in taking ownership, driving continuous improvement and knowledge sharing behaviours

