

Turning Talent Data into Target Development Investment to fuel business transformation for a transport and infrastructure company

The opportunity

Five years of partnership. Nearly 400 people assessed through our development centres, spanning emerging talent to future executives. Those centres not only provided an objective assessments of individual's potential, they also generated a clear evidence-based view of the organisation's talent pipeline.

Two capabilities consistently emerged as the greatest opportunities for growth, even amongst the highest-potential talent: **Confidence** and **Mental Agility**. The data provided a compelling and consistent picture of where targeted investment would have the greatest impact on unlocking future performance and leadership potential.

Confidence and **Mental Agility** are two of the five critical psychological capabilities that enable individuals to thrive in broader, more complex and strategically demanding roles. Importantly, these capabilities are developable. Our client understood how an investment now would strengthen the future leaders of their business and called on our expertise.

The approach

Grounded in 20 years of research and designed by business psychologists, our masterclasses work beneath the surface of performance, building the capacity people need to succeed as roles and contexts evolve. Informed by our Perspectives Potential™ model, our masterclasses use evidence-based psychological principles to enable delegates to build personal effectiveness and future potential.

Our evidence-based, modular approach enabled rapid deployment. Using assessment data, the client selected the content, format and level most relevant to their population from our existing PsyCap Potential framework. By tailoring proven solutions to their culture and context, we minimised design effort, accelerated implementation and maintained tight control of costs.

The solution consisted of:

Confidence. One-day, face-to-face masterclasses taking a deep dive into the psychology of confidence:

- Defining confidence and understanding why it matters
- Building self-regard: the foundations of self-belief
- From belief to brilliance: personal mastery and self-efficacy
- The power of stance: confidence in action

Mental Agility. Case and action-based accelerator tutorials for a smaller, more senior group, using dynamic case study analysis:

- Leaders placed at the heart of complex, real-world dilemmas mirroring the ambiguity and pace of their environment
- Strategic frameworks evaluated for application and relevance to their own business function
- Facilitated reflection and peer discussion to deepen thinking, sharpen decision-making and elevate enterprise-wide judgement



The impact



Net Promoter Score
• +97



Confidence feedback
• 100% felt equipped with practical strategies to grow confidence
• 92% felt more confident than before the session



Mental agility feedback
• 95% increased awareness of alternative problem-solving approaches
• 84% more comfortable challenging assumptions and improving quality of thinking

"I wanted to let you know how useful I've found the Confidence Masterclass. I used everything I learned recently on the run-up to applying for the position vacated by my old manager; I even did some box breathing just before the interview. Turns out deciding to be excited rather than terrified of an interview really works, and I got the job!"

"The tools and techniques that I can take away and put into practice...Fantastic course content and brilliantly facilitated."

Masterclass Delegates, 2026

