

# Managers pivot culture to make this Multinational Logistics & Supply Chain giant a Great Place to Work

**Employee Strength**  
10000+ employees

**Industry**  
Logistics

**No. of Managers**  
85

## Challenge

The employee experience survey scores had hit a plateau. Despite having strong people practices, experience on the ground wasn't picking up. Analysis indicated that **Perception of people managers** was a concern. The team level culture was transactional and not very appreciative. The Leadership team was committed to changing this situation. GMI came in to work with managers across levels to strengthen their people management capability. The India Leadership team played a stellar role in being internal champions and mentors to the Managers throughout the intervention.

## Our Partnership Approach



- Alignment workshop for the Top Team on their role as Culture Catalysts, Coaches and Role models
- Identification of 3 focus areas for managers basis data from the survey and focus group discussions
- Style and skill-building workshops with Managers
- E-learning Content that focused on research-based concepts as well as the 'How' of being a Great People Manager
- Structured Check In sessions that focused on peer learning and navigating through the challenges of bringing change
- Planned approach for Senior Leaders to coach the managers through 1:1 conversations and feedback in order to lead the change from top
- Final assessment for behavior change and impact on teams and business

## Our Impact



- The organization is **Certified as Great Place to Work** for the first time. **Trust Index score has moved up by 8 points.**
- Increase in **GPTW scores** from 2020 to 2021 on **Managerial Capability and Development Focus**

## Testimonials

**INCREASED SALES**

: *"Monthly revenue for a team has increased 5X when compared to pre-intervention monthly revenue."*

**IMPROVED ENGAGEMENT**

: *"Team is interacting more with each other. Managers are taking interest in everyone's individual accounts and appreciating the good work done."*

**CUSTOMER IMPACT**

: *"Exceeding customer expectations, team has delivered all new Projects on time just because of high team collaboration. They have received repeat business from existing clients."*

**Experience a compounding impact on engagement & business**

**GET YOUR MANAGERS CERTIFIED!**

Contact us @9313166760  
#gmiforgreatmanagers #greatemployers