

# Client Success: Increase Employee Engagement

## Challenge:

The Business Development Bank of Canada was undergoing a significant digital transformation to remain competitive and agile in the highly competitive financing SME market. The new CEO made significant changes in his leadership team but the new talent and the legacy leaders were often not aligned and this lack of collaboration was causing issues for employees and negatively impacting employee engagement scores which were now getting board attention.

## Solution:

Leaderley worked with the Senior Management Executive Team to uncover the source of the misalignments and break down the silos that had formed through a series of strategic offsites, enterprise prioritization working sessions, one-on-one and team coaching.



## Result:

The leadership team began to function as a unified voice, providing much needed joint-governance over the enterprise digital transformation. Relationships and communication between leaders improved and the engagement survey reflected these improvements. The board noted the improvement in leadership team alignment identifying it as a key driver of the record results that year.

