



LEADERSHIP AND MANAGEMENT

INVESTORS IN PEOPLE™

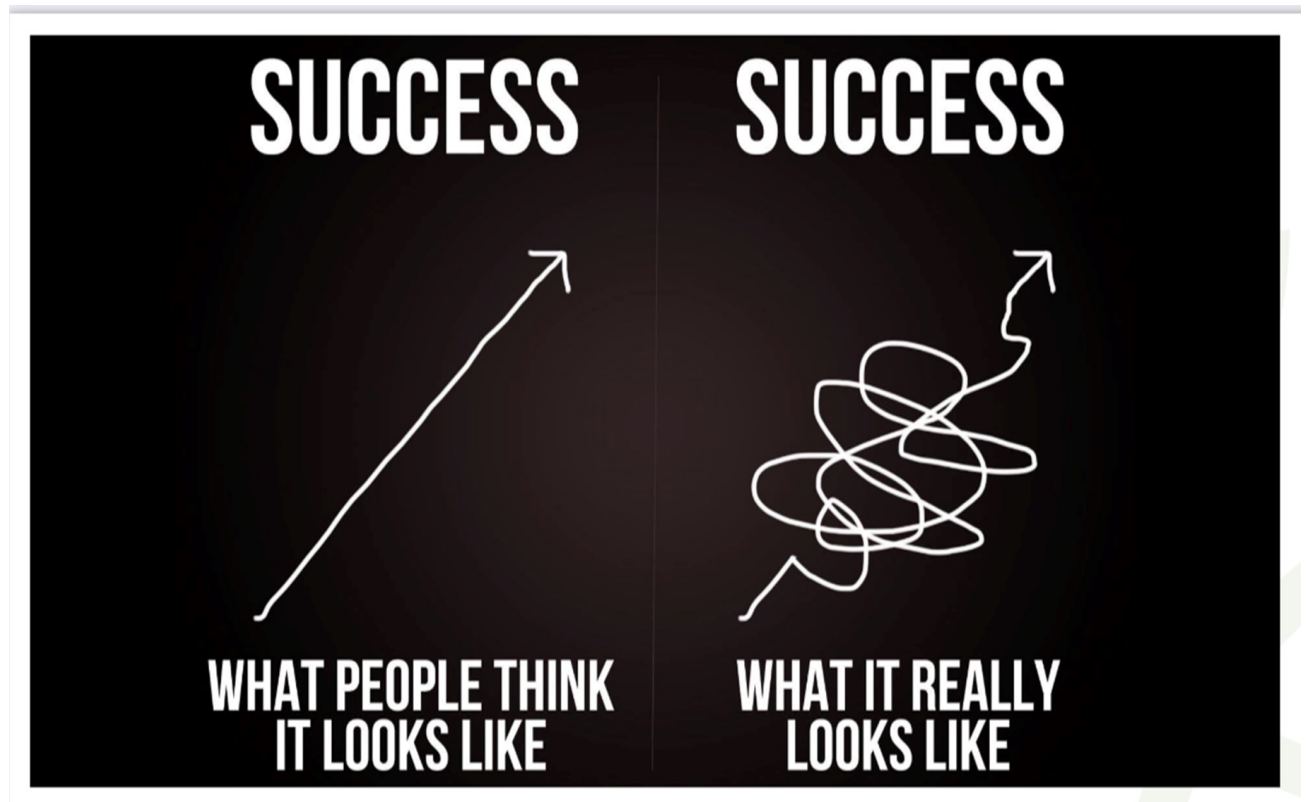
We invest in people



Computacenter

OUR LEADERSHIP & MANAGEMENT DEVELOPMENT JOURNEY

- Why did we embark on this project?
 - Cultural change and transformation
- What did we design and implement?
 - Consistent values-based leadership
- Where are we now?
 - Understanding People Matter



An ever moving and changing landscape that requires every changing styles and approach



WHY DID WE EMBARK ON THIS PROJECT?

CULTURAL CHANGE AND TRANSFORMATION

- Organisational growth and change
- Limited alignment to, and/or demonstration of our core values
- Market/customer expectations
- Research into modern ways of leading eg Gartner
- Employee Engagement Survey and Investors in People survey feedback

Take notice of what you see and hear around you – can't stand still if you want to keep pace.



WHAT DID WE DESIGNED AND IMPLEMENTED

WE FOCUSED ON 3 THINGS



Our Leadership Principles – linked to our Company Values



Leadership Roadmap – support the management community from the start



Future Focus - Our approach to managing performance and development of our people



WHAT DID WE BUILD AND IMPLEMENT?

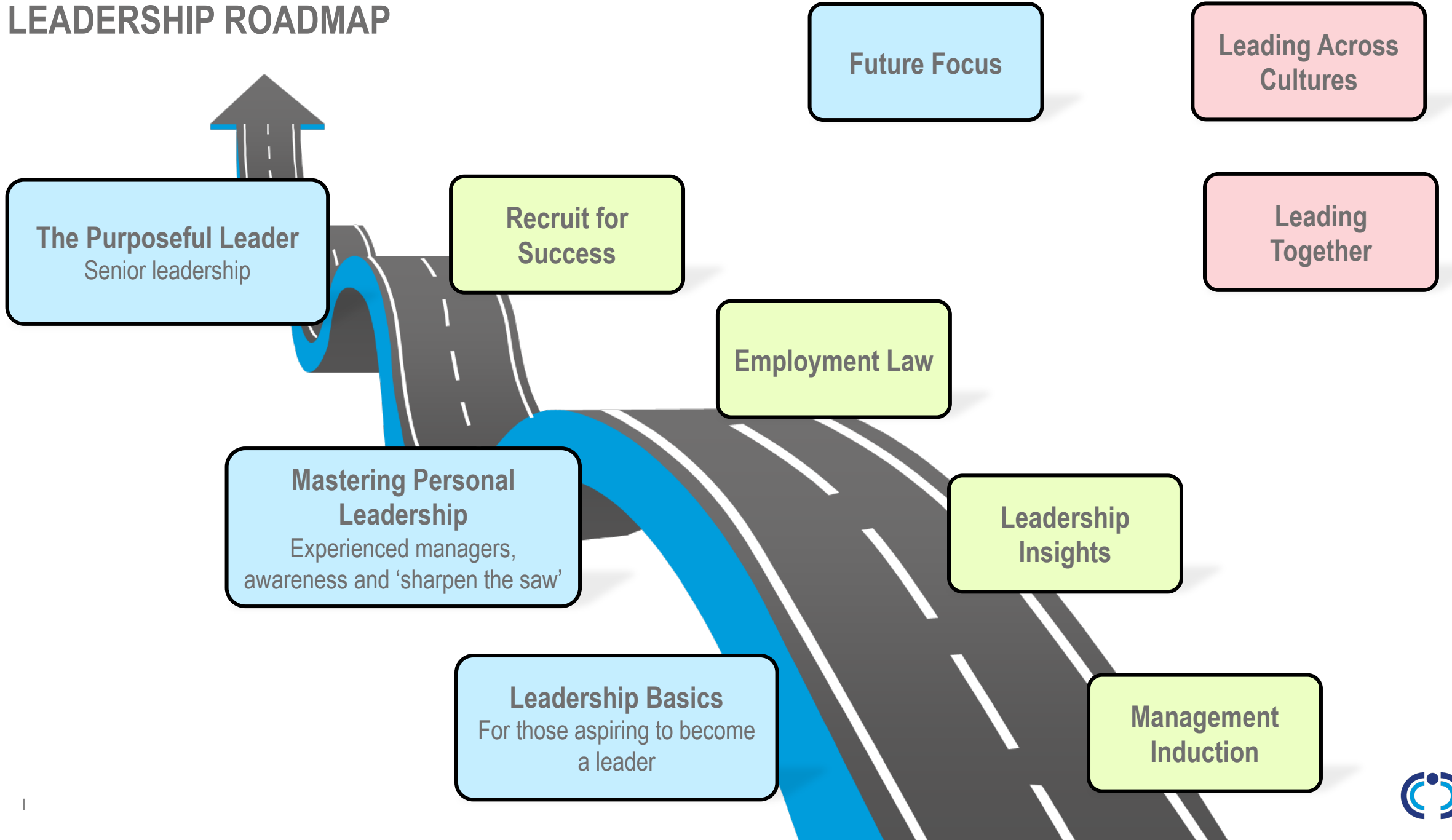
LEADERSHIP PRINCIPLES

						
ACHIEVING RESULTS	SELF-AWARENESS	PEOPLE CONNECTOR	INCLUSION	INNOVATION	ACCOUNTABILITY	COLLABORATION
<p>I work with my team to agree on goals, analyse problems, evaluate results and celebrate success</p>	<p>I support the team in the best way I can, I am mindful of the emotional, mental and physical wellbeing of myself and my people</p>	<p>I lead as a coach. I trust and respect you. I build on resilience and use conflict constructively to find solutions</p>	<p>I embrace diversity by accepting differences and creating an environment of inclusion, where everyone can flourish and is welcome to take part</p>	<p>I am open to identifying, exploring and supporting new initiatives and co-creating ways in which we can turn these into practical solutions. I promote life-long learning and encourage a culture where we learn from experience</p>	<p>I enable and encourage my team in taking ownership and accountability to make sustainable and bold decisions</p>	<p>I actively encourage networking and collaboration across the organisation, breaking down silos</p>

Consistent, quality approach to enable us to lead with one group voice, with flexibility to local cultural



LEADERSHIP ROADMAP



FUTURE FOCUS



People can and will be accountable if provided with the right tools and support. Empower them to lead



UNDERSTANDING PEOPLE MATTER

WHERE ARE WE NOW?

Feedback from his direct reports:

- “John has created a sense of togetherness in the management team. He has a relaxed way of managing people.”
- “Sarah has enabled inclusivity and team building collaboration by creating a culture of respect, trust and openness within the function. This has enabled better peer to peer relationship building and had a huge positive influence on us all.”
- “There is a consistency of vision and message now with a service excellence focus and concentration continuously through the “crisis” that we have faced together”

Feedback from peers:

- “Gavin mobilises the right resources and remains reasonable with his expectations – able to bring the right people together to find solutions“
- “Stuart has shaped the teams to future proof our needs. We are now working more effectively as a team as a direct result of this”
- “David has an inclusive approach with the rest of the team which has created trust and empowerment.“
- “Claire shows empathy. She listens and seeks to understand”

Leadership, as with all people development is a journey that needs constant review as the landscape changes



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- Consistent values based leadership
 - Consistent, quality approach to enable us to lead with one group voice, with flexibility to local cultural
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Equip and empower our leaders to lead



THANK YOU

