

# Malaysia's largest water operator launched a Leadership Development Program with KNOLSKAPE!

## CHALLENGE

The organization is the sole water provider for Selangor, Kuala Lumpur and Putrajaya. Their vision is to become the leading water operator in the region. The key business strategy to achieve this outcome is to leverage digital for transforming from being a water service provider to digital water utility of the future. To align with this business strategy, the organization was looking for an L&D program that could empower executives for self development, functional development, and demonstrate action orientation.

## SOLUTION

KNOLSKAPE proposed an integrated assessment and development intervention called "Line Manager Development Program and Executive Development Program" focused at bridging the skills gaps in Line Managers and Middle Managers on crucial competencies identified by the organization.

- > The Executive Development Program was aimed at upskilling leaders in order to align their capabilities to the business strategy.
- > The solution was designed to provide employees with a holistic, blended learning experience that included virtual assessments, continuous e-learning methods and classroom sessions for strong foundation learning.
- > The program was conducted in Malaysia.
- > HR Managers, Sales Managers, and Marketing Managers across functions participated in the program.

## KNOLSKAPE's VALUE ADDITION

- > A comprehensive solution comprising technology, blended approach and robust analytics.
- > A methodology that caters to mobile, bite-sized, virtual and on-demand access to learning.
- > Virtual assessments and classroom sessions along with comprehensive development plans for strong foundational learning.
- > Experiential, gamified technology platforms for safe, social and competitive learning.

## PARTICIPANT TESTIMONIALS

*"It was a good and mind blowing session"*

*"Helped me to learn new skills in understanding people and managing them"*

*"The program was very useful for me to build my career in the future"*

## IMPACT

The skill gap between the manager and the self-perception before and after the program had **reduced**.

The top skills that were perceived to have improved were on competencies such as **Managing Clients** and **Analytical Capability**.

Overall **increase of 16% in the performance** across organization's competencies from the manager's perspective.

The overall program rated at **8.6/10** in the feedback.

**80%** of the participants graduated from the LMDP program (graduation criteria being 60%).

**100%** of the participants graduated from the EDP program.