

EMPOWERING LEADERS WITH PEOPLE MANAGER PROGRAMME



THE CHALLENGE

Nationwide Building Society identified a gap in leadership development across its management teams.

With rapid changes in the workplace and an increasing demand for effective leadership, Nationwide needed a comprehensive solution to equip their 2000 leaders and branch managers with modern management skills.

To address this, they launched the People Manager Programme, focusing on formalising leadership development and preparing their managers to lead effectively in today's dynamic environment.



WHAT WE DID

Launched in January 2023, the *People Manager Programme* was delivered in collaboration with DSW, whose team of trainers played a crucial role in supporting its execution across the UK.

The programme combined self-paced e-learning with face-to-face (F2F) “connect” sessions. Participants began with online modules before attending three F2F workshops, where they applied their learning through real-world leadership scenarios.

The DSW team provided expert guidance during these interactive sessions, ensuring consistency and quality in delivery.

The programme's success and widespread impact led Nationwide to adopt it as a Business-As-Usual (BAU) initiative, extending it to new hires and those stepping into leadership roles.

By embedding the programme into their long-term strategy, Nationwide is committed to building a pipeline of effective leaders across the organisation.

THE RESULTS

Since its launch, the People Manager Programme has trained over 2000 leaders, positively transforming management practices across the organisation.

- **95%** would recommend it to a colleague.
- **92%** of respondents said they now feel better equipped to carry out their role as a people manager.
- **95%** of respondents said the programme has allowed them to put the skills developed into practice.
- **98%** of respondents feel more equipped to have challenging conversations with their team.

The programme's outstanding success was recognised at the 2024 Nationwide Annual Awards, where it won the Enterprise Collaborator Award, highlighting the strong collaboration between Nationwide and DSW. Additionally, the programme was shortlisted for the Leadership Development Initiative of the Year by the British Training Awards.