

# PROJECT OVERVIEW

## Improving Inter-divisional Relationships in a Large Bank



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When it comes to helping companies develop processes that will enable them to work more effectively both within and between divisions, Bath Consultancy Group has a lot of experience, such as the company's recent work with the Operations and Technology (O&T) division of a large international bank.

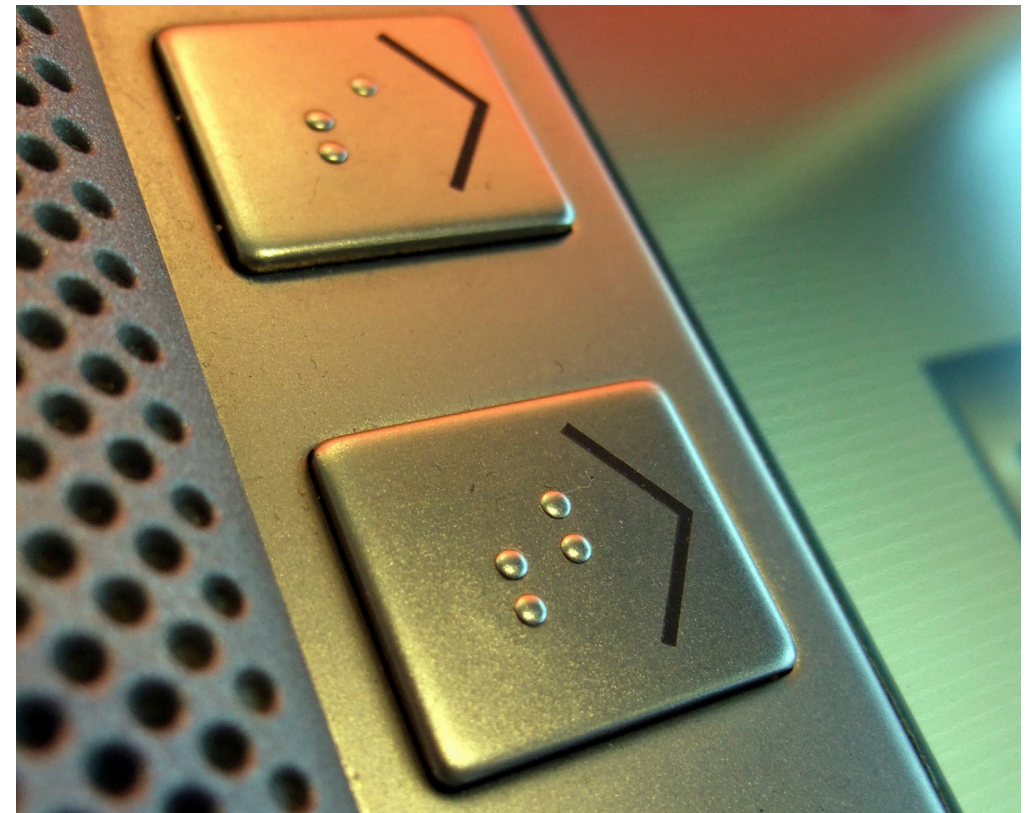
A newly appointed head of the O&T division recognised that interfaces between customers, head office and the country heads of O&T needed improving.

There was potential for those based in other countries to see the center of the function that collected data for the head office, instead of one that shared knowledge and added value. Relationships revolved around reacting, delivering, maintaining and cost-saving, rather than strategy.

The need to develop his leadership team was recognized immediately by the new manager.

With the help of Bath Consultancy Group, the leaders identified patterns that were stopping them from working effectively with customers and country managers globally.

Leadership top team events were held and action plans were established to help the team work in new ways across a global structure. As a result, relationships with key customers improved significantly on a strategic partnership level, those based in other countries saw O&T as sharing their knowledge more successfully, and change happened effectively and efficiently.



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