

GLOBAL FINANCIAL SERVICES TRANSFORMATION

case study

overview

150,000+ person global financial institution undergoing comprehensive cultural transformation

goal

Create unified global culture that honors diversity while establishing shared values and practices using The Human Method® principles.

CHALLENGES

GLOBAL CULTURE DISCONNECT

- Inconsistent cultural experiences across international offices
- Low employee engagement impacting productivity and retention
- Leadership struggling to connect with diverse, global workforce

RESISTANCE TO CHANGE

- Established processes creating comfort zones that hindered innovation
- Fear-based decision making limiting authentic leadership
- Siloed departments preventing collaborative problem-solving

THE HUMAN METHOD® ACTION PLAN

PHASE 1: GLOBAL AWARENESS BUILDING

- Conducted worldwide culture listening tour across multiple continents
- Identified cultural patterns and disconnects through employee interviews
- Created comprehensive current state assessment of global employee experience

PHASE 2: ADDRESSING CULTURAL RESISTANCE

- Developed culturally sensitive change approach honoring local customs
- Established safe spaces for honest feedback across all levels
- Created future state vision through collaborative global input

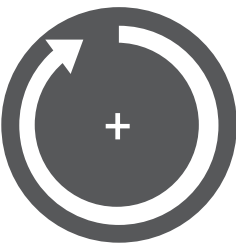
PHASE 3: SUSTAINABLE GLOBAL TRANSFORMATION

- Implemented culture transformation initiatives tailored to regional needs
- Established consistent global communication standards
- Created ongoing feedback loops to ensure sustainable culture evolution

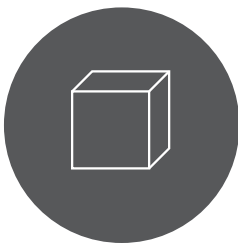
results



Significant Improvement
in Global Employee
Engagement



Enhanced
Cross-Cultural
Collaboration



Sustainable
Culture
Framework



Improved
Leadership
Effectiveness