

"The intervention fostered a stronger culture of ownership and accountability."

Building a Culture of Ownership Across 60 Senior Leaders

A global organization in the IT and HR services space had reached a point many growing enterprises eventually face: too many decisions were travelling upward. Employees often waited for guidance before acting. The result was limited ownership, slower execution, and missed chances for proactive problem-solving and innovation.

The cost showed up in everyday work. Efficiency and collaboration suffered, and it became harder to connect individual effort to the organization's strategic objectives consistently. To sustain growth and improve organizational effectiveness, the business needed people who would take ownership of their responsibilities, show initiative, and contribute more independently to outcomes.

The leadership team recognized that this shift had to start at the top. If senior leaders wanted ownership from their teams, they first needed a clearer view of how they led and a practical way to build self-reliance in those around them.

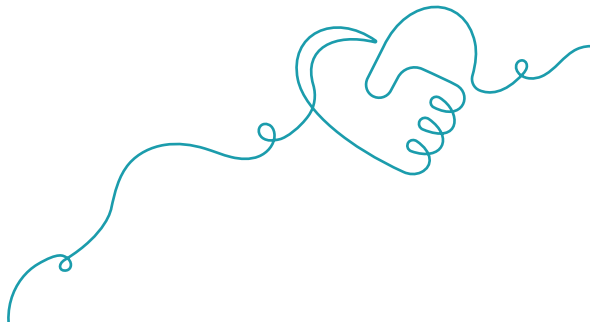
Starting With Self-Awareness, Building Toward Ownership

The organization partnered with Blanchard India to design a 1.5-day, face-to-face learning journey for 60 senior leaders. Rather than a one-off workshop, the intervention was built in two connected layers.

First, every leader completed an Everything DiSC® Work of Leaders® assessment. This gave each participant a personalized, data-backed view of their leadership style, their natural strengths, and the blind spots that might be holding their teams back from acting independently.

That self-awareness then became the foundation for the SLII® learning journey. Leaders learned to diagnose where each team member stood on a given task and to adjust their direction and support accordingly. The aim was simple: stop defaulting to over-guidance, and start building people who can own their work.

Bringing all 60 senior leaders into the same room mattered. The in-person format gave them space to practice new behaviors together, challenge each other's assumptions, and leave with a common language for ownership conversations.



Looking at the Impact

Following the program, the organization observed:

- **A stronger culture of ownership and accountability,** with participants taking greater responsibility for their actions, decisions, and overall performance
- **A more proactive mindset,** visible in increased initiative to spot opportunities, solve problems, and contribute independently to organizational goals
- **Sharper self-awareness,** helping leaders understand their strengths, their development areas, and how their behavior affects team and business outcomes
- **More confident decision-making,** supporting operational efficiency, collaboration, and sustainable business performance

The clearest signal came after the sessions ended. The client praised the relevance, practicality, and quality of the content, and expressed interest in nominating its remaining employees for future batches.



What the Learning Journey Brought to This Organization

Everything DiSC® Work of Leaders® helps leaders see how their personal style shapes the way they create vision, build alignment, and drive execution. For this group, it turned an abstract goal like "more ownership" into specific, personal behaviors each leader could work on.

SLII® trains leaders to diagnose the development needs of each team member and provide the right amount of direction and support for the task at hand. Its end goal is self-reliant team members, which made it a direct answer to the organization's challenge of guidance dependence.

Together, the two gave 60 senior leaders both the self-insight and the practical model to move their teams from waiting for direction to taking ownership.



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Every Decision That Waits for Approval Is Momentum Your Business Loses.

60 senior leaders. 1.5 days. One organization is already planning to take it to the rest of its workforce. Blanchard India has helped an IT and HR services leader move its people from waiting for direction to owning outcomes.

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