## In Other Words, Results!

# Leadership Development Programs at UOB Buana

UOB Buana

*In 2009 and 2010, United Overseas Bank (UOB) Group received the Best Award Winner from American Society Training & Development.*

*This award proves that UOB Group focuses on and successfully implements People Development strategy in line with the group to increase its leadership potentials, especially for its middle management level.*

*The NBOGroup played a significant role in contributing to the above achievement as their partner in people development. One of the initiatives was the creation of a customized Supervisory Development Program in 2010, in which all team leaders learned how to successfully and effectively manage employees.*

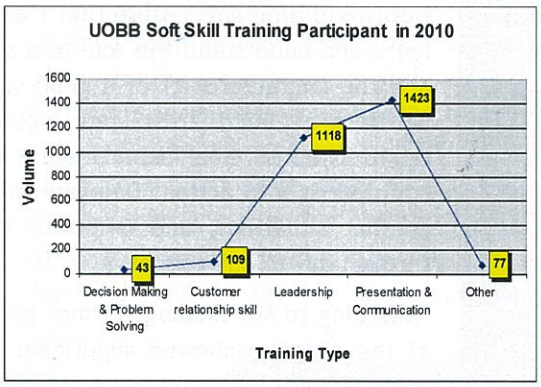
***UOBB Learning & Development Team***

The mutually beneficial business relationship between UOB Buana and NBOGroup started in 2007.

The NBO Group became a significant part of UOB Buana when they established a Learning Centre in 2008 in its effort to align business needs with impactful performance of its employees.

In one program, they also created **UOB Buana Academy**, which aims to encourage all employees to take part in corporate development programs, which include various delivery methods, as well as differentiating between the business and non-business curriculums.

The programs demonstrate a consistent approach to Leadership Management Programs for middle management and staff levels, which are followed by an engagement program.




"We built close to 90 programs a month for all levels - both hard and soft skills programs. We had a wide range of intense training programs which include case studies, role-play exercises, games as well as highly visible performance assessments," said Ms. Endang Tri K Suharso, the Head of UOB Buana Learning and Development.

Ms. Endang continued, "This is one of the key examples of how we listened to the organization's needs and promptly responded with something that has yielded proven and measurable results."

Supervisor Development Program with NBO
UOB Plaza Learning Centre 30 Septermber 2010

In 2010, UOB Buana underwent a complete transformation in leaning and development, by launching a series of Leadership Development Program for supervisors and team leaders.

A new on-boarding program was designed and rolled out, to ensure that all supervisors are equipped with the leadership tools and concepts to better manage, coach and mentor their people.

NBOGroup programs ensure that these people learn and understand the role of a supervisor and the characteristics of a good supervisor, which are: Build trust and motivate the team; Establish clear departmental goals and translate it into action; Delegate and handle conflict situations; and Empower the team through day to day coaching.

According to Ms. Endang, former participants of the program showed significant improvements when they returned to their workplace situation and they get positive feedback from their superiors.

The NBOGroup not only provided Supervisory Development Programs, but also other soft skills training programs which covered thousands of UOB Buana's employees.

Comprehensive assessments of employees' competencies – both for existing and new recuruits – were also conducted by the NBOGroup, mapping out the potential future leaders as well as the star performers. This was to ensure that the organization only hires the best and the right people for the job.

Besides the informal learning initiatives, UOB Buana's Learning and Development Team created other programs to develop more potential leaders for the organization such as the **Management Associate Development Program (MADP).**

"Our management truly believes that people are our most important asset," Ms. Endang stated. "The MADP is designed to prepare the future leaders of UOB Buana, ensuring the bank's sustainability."

*The Management Associates (2011)*

For UOB Buana non-business sectors, the NBOGroup developed a special program, enabling these sectors to also play more significant roles in supporting the corporate business objectives.

The program covered sets of required skills and competencies, which include teamwork, motivation, delegation, problem solving and conflict resolution.

The participants also learned how to effectively communicate with people from different departments by understanding their personalities and ways to modify their behaviors.

"We believe that continued investment in operational programs create value for our customers and can increase operational efficiency. Laying the strong foundation for future leaders, the operation sector in the Bank acts as the service and support centre, providing centralized processing for our banking products and services." Ms. Endang explained.

According to Ms. Endang, "Participants were very happy with the results of the training programs. NBOGroup programs rated an average of 4.8 out of 5.00 in areas of Training Methodology, Quality of the Trainers and Training Effectiveness. Participants feel that the programs were applicable and closely relevant to their daily business challenges."

Subsequently, the NBOGroup program evaluation results showed similarly high ratings.

Ms. Endang further stated, "They found the programs have helped them in advancing their careers. It really is worth the investment."

This year, as they join forces with UOB Indonesia, UOBB plans to develop more leadership and change management programs for all of their employees. This will equip them with necessary tools and skills to better adapt to the new challenges.

UOB Buana Human Resource Directorate

UOB Buana really brings about their vision to be a premier bank in Indonesia by investing heavily in the development of their people.

The partnership between UOB Buana and the NBOGroup has strenghtened through the past three years and will definitely continue to flourish in the future.

As stated by one of UOB Buana's management executives :

"We valued the NBOGroup not just as a training provider, but more like our partner in reaching our business goals. Our relationship with NBOGroup all these years has strengthened tremendously. We continue to support each other in achieving our business goals, and at the same time, grow stronger because of the continuous learning from one another."

*UOBB Management Associates Development Program 2010*

# The NBOGroup

# Programs for Leadership Development

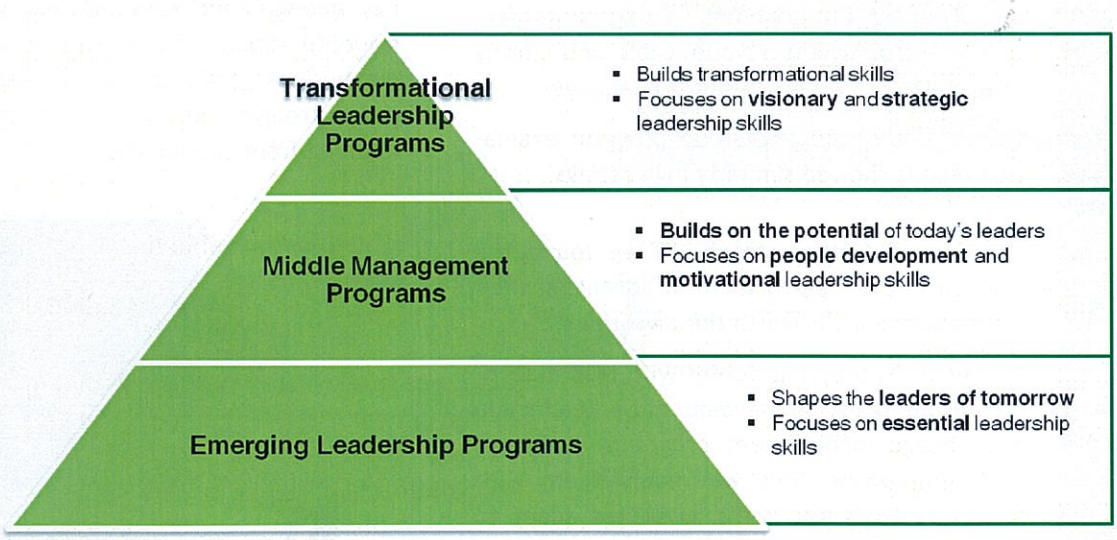
The NBOGroup Leadership Development Programs provide emerging, middle and senior management an opportunity to be the change agents and leaders every organization wants. Rigorous learning processes are coupled with the needs of all organizations. Core components include interpersonal skills building, productivity improvement activities, new coaching and feedback techniques, and experienced counsel on how to handle key conversations at all levels.

The NBOGroup Leadership Development programs achieve results through pre-program assignments and post-program action plans for every participant.

Business coaching is offered to each participant to help implement the active learning in the work environment. A six-month business coaching offer companies every NBOGroup learning experience.

From newly appointed emerging leaders to seasoned senior executives, the NBOGroup provides programs for leaders to expand their skills and improve their performance.

The NBO Group has been conducting leadership development, communication skills, and interpersonal skills training across Asia since 1988. The NBOGroup is one of Asia's most respected leadership and communication consulting firms, with offices in Hong Kong, Singapore, the United States, and with partners in Europe, Thailand, Indonesia, Malaysia and 30 other countries.

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