Nomination: 8953

Graduate Credit College

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Capital One Financial Corporation

Mobile Phone Number

+1 804-630-4789

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Graduate Credit College

Category

B01 - B67 Achievement > B64 - Most Innovative Leadership Program

Achievement Submission Format

Written Answers

a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required

With Capital One's continued growth and expansion, the need for additional high performing credit officers continues to increase.

Graduate Credit College (GCC), an innovative PhD style leadership program, was built to form a pipeline of Credit Officers through purposeful identification, education and structured learning experiences.

Business Impacts:

- Talent pipeline of senior credit Officers) and ACCOs (Assistant Chief Credit Officers) who earn trust of seasoned SCOs (Senior Credit Officers) and ACCOs (Assistant Chief Credit Officers) through visibility and interactions using unique program design
- Assessment of talent: Interactiveness between senior credit leaders and participants enabling leaders to assess individual skillsets of those who are not only ready for a CO role, but those that would benefit from additional skill development.
- Credit community impact: Capstone projects that bring together the entire credit leadership community to discuss existential credit questions facing the company leveraging Socratic seminars to seek wisdom of the crowd solutions.

b. Outline the team's or organization's achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words). Required
Innovative program elements of GCC prepare future credit leaders transitioning from decision owner to decision evaluator.
- PhD approach of giving back to larger body of credit work through delivery of group and individual capstone projects. Participants research existential real world questions in credit and deliver findings in Socratic seminar format to a panel of Credit Officers pushing the thinking of the entire credit community.
- Socratic seminar discussions on credit related topics using thought provoking questions to build trusted judgment, problem solving, framework based decision making and inclusive leadership skills. Provides practical application of leading others while grappling with "open-ended" dilemmas.
- Customized and dynamic content - by and for credit practitioners based on past and present credit challenges aligned to needs of credit associates
- 100% leader led - supported by
- Individualized development plans based on multi-view assessment by participant, manager and mentor; includes self-identified, personal program outcome goals Also, self-created rubrics for personalized feedback post delivery of capstone projects.
- Book study discussion pushing participants to reevaluate their opinions, challenge their presumptions, and value intellectual humility
c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the
performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required
The significance and degree of impact the original experiences Capital One's GCC program provides participants is best summed in these words from one of Capital One's Senior Credit Leaders.
GCC has been a great program to give the community of developing credit leaders the exposure and focused experience necessary to hone their judgment. The program provides senior level mentorship and focused development through a tangible and strategically important project. This is a great way to advance in their credit management skills and emerge having not only developed in credit, but built stronger relationships with peers and leaders in the credit community. The result of this program is accelerating the growth of credit leaders and providing the company a strong pipeline of talent built through robust and diverse experiences.
d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional
GCC Overview - An overview of the Graduate Credit College program
GCC Verbatims - Feedback from associates
GCC Defining Program Elements - What makes GCC innovative
Note: Support Documents are not loading to attach in this form. Sending these to Hal Goldberg per his guidance on this inquiry.
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Would you like to add an additional supporting document?
By your submission of this entry to The Stevie Awards, you verify that you have read and agreed to abide by the regulations, terms and conditions
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