

Nomination: 9378

Grow Operations in Leadership Development (GOLD) Program

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 Fidelity Investments
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Additional Contacts I do not wish to list additional contacts
Page: Entry Information
Entry Title Grow Operations in Leadership Development (GOLD) Program
Category F01 - F80 Solutions, Implementations, and Training Programs or Media > F52 - F74 Training Programs or Media > F59 - Leadership Training
Training Programs or Media Submission Format Written Answers
<p>a. If this is a brand-new product, state the date on which it was released. If this is a new version of an existing product, state the date on which the update was released. Required</p> <p>The program launched in June 2023 (piloted in March 2023). There have been 5 cohorts inception to date (including the pilot) with leaders across multiple business units, divisions and regions. Starting with cohort 4, the program was expanded to another division within the company based upon the success of the program thus far. Slight revisions and modifications have been made for each cohort based on debriefs and retrospective sessions with each cohort.</p> <ul style="list-style-type: none">• Jun 2023 – Nov 2023 – Cohort 2 – 11 leaders• Mar 2024 – Jul 2024 – Cohort 3 – 12 leaders• Jun 2024 – Nov 2024 – Cohort 4 – 15 leaders (expanded to another business unit)• May 2025 – Nov 2025 – Cohort 5 – 20 leaders

b. Describe the features, functions, and benefits of the nominated program or media (up to 350 words). Required

The Grow Operations in Leadership Development (GOLD) program is a 6 month cohort based program targeting tenured front line and mid level leaders. GOLD is focused on strategic leadership skills, transitioning the mindset from the tactical day to day thinking to big picture perspective as we prepare the next generation to be our successors.

Program goals:

- Enhance leadership skills.
- Expand network contacts across business units.
- Build broader perspective.

GOLD consists of 10 instructor led courses focused on leadership skills such as influencing, data visualization and emotional intelligence, a 360 assessment, mentor partnership, networking, guest speakers and a capstone project. Participants are asked to commit 12 to 15 hours each month to the program.

All cohort members come together in one site twice during their GOLD journey. Other sessions are held virtually. The first session is a 2 day event held at the beginning of the cycle and allows the cohort to get to know one another through activities, begin their training courses, learn about the region where the event is held and gain a first look at their capstone project. The second session is the graduation ceremony in which the cohort will present their capstone project to the senior leadership team at the end of their 6 month journey.

The capstone project is a real life use case which impacts the business. The team is asked to do the discovery phase (analysis, current state, review options), design a proposed solution and create next steps to implement the capstone (including communication plan, measurements and ongoing maintenance/governance).

There are 11 leaders and two executive sponsors that support the program. Expenses are tracked against budget for each cohort cycle. Leaders may apply for the program by expressing interest through an application process and obtaining their manager's approval. An information session is held for interested parties learn more about the program before applying. Managers of cohort members receive a monthly update for awareness of the activities that the cohort is completing.

Program goals include:

- Enhance leadership skills.
- Expand network contacts across business units.
- Build broader perspective.

c. Outline the market performance, critical reception, and customer satisfaction with the product or service to date. State monetary or unit sales figures to date, if possible, and how they compare to expectations or past performance. Provide links to laudatory product or service reviews. Include some customer testimonials, if applicable. (up to 350 words). Required

GOLD Program Key Performance Indicator Results:

- Apply What They Learned Net Promoter Score – 90%

- Proficiency Skills Increase Post Program (Program Participant Self Assessment) – 100%
- Proficiency Skills Increase Post Program (Direct Manager Assessment of Participant) – 89%
- Expanded Responsibilities Post Program – 78%

Capstone Project Key Performance Indicator Results:

- Onboarding Program (Pilot):
 - o Net Promoter Score – 100%
 - o Likely to Network Outside of Region – 89%
- Licensing Framework (Cohort 2):
 - o 10% Improvement in Pass Rate Post Implementation
 - o 320 Visits to Licensing Sharepoint Site
- Service Notes (Cohort 3):
 - o 12 Point Increase in % of Evaluations Complete
 - o 94% Training Completion Rate
- Enhanced KNOW Program (Cohort 4):
 - o 75% Net Promoter Score (participant annual survey)
 - o 20% Destination Growth per year
 - o 85% Host Utilization - Destination Participation

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

[REDACTED]

Cohort Testimonials:
"In my 12+ years [REDACTED] I have never experienced something that was quite this amazing and so different."

"I have been part of several formal learning programs and mentorship programs but never have I had such a unique and intense experience. Kudos to the program team for thinking outside the box on this one."

"This experience is a MUST. I was able to learn more about my fellow participants both personally and professionally in 48 hours during the on-site than I have virtually in 3 months."

"The on-site was an incredible, life changing experience. I'll never forget it, and feel like I left a better person/leader than I was when I arrived."

[REDACTED]
[REDACTED]
[REDACTED FOR PUBLICATION]
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Would you like to add an additional webpage link?

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Would you like to add an additional supporting document?

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Would you like to add an additional supporting document?

No

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