



THE CLIENT

Telesure Investment Holdings (TIH) is South Africa's premier financial services conglomerate, encompassing short-term and long-term insurers, health insurance, and comparison platforms. Originating in 1985 with Auto & General Insurance, TIH now houses iconic brands, prioritising innovative, customer-centric services. It's a subsidiary of BHL (SA) Holdings Limited, which boasts a strong global presence.

SUCCESS STORY

WHAT HIDDEN BARRIERS DID TIH DISCOVER IN THEIR LEARNING LANDSCAPE

The challenge faced by TIH was multi-dimensional, intricate and demanding. An in-depth analysis of existing gaps in the learning and development landscape within TIH revealed several barriers. The barriers were not only structural but also cultural, extending to aspects such as communication silos, technological constraints, misalignment of development goals, and inconsistencies in training methodologies.

Central to the issue was the need to establish a continuous learning culture that facilitated adaptive learning and performance engagement. The prevailing learning management system was not only out-of-date, but lacked flexibility, personalisation and feedback mechanisms, hindering employee advancement.

Recognising the urgency of addressing these issues, TIH and LRMG initiated a strategic collaboration, identifying key areas requiring immediate attention:

- Fostering collaboration among teams
- Designing personalised development pathways
- Introducing an actionable change management strategy that was both engaging and practical
- Better understanding of employees: unique requirements, skills gaps, shifting dynamics of the insurance market
- Creating a supportive environment, inspiring innovation, accountability and excellence



TIH's UNSTOPPABLE PEOPLE PROGRAMME:

REDEFINING LEARNING AND EMPOWERING CONTINUOUS PERFORMANCE

Embarking on this transformational journey, TIH crafted a comprehensive and forward-thinking solution to redefine learning, aligning it closely with the organisation's objectives and the individual needs of employees. This became the outline of the Unstoppable People Programme.

The Unstoppable People Programme brought all the new developments TIH offers into one programme – to help employees unlock their own potential, achieve their goals, and celebrate their wins. For TIH, a new performance engagement philosophy, methodology and technology would guide the entire business on their journey to high performance.

Through LRMG, TIH selected SumTotal to create 'T-junction' – the 'one place to go' platform to get started with learning or performance-related tasks. And so, the Continuous Performer journey came to life.

LESSONS WORTH SHARING

- Meticulous planning and iterative testing helps to ensure alignment and effectiveness, and allows room for necessary adjustments and enhancements
- Keep the decision-making team lean, but collaborative and open to feedback
- Sense-check your solution with business at regular intervals
- Don't overlook the importance of the human touch
- Strike a balance between supportive handholding and promoting independence – help people explore and familiarise themselves with new processes and technology, otherwise they will only make the change when there's no other option



TRIUMPHANT RECOGNITION FOR TIH: UNSTOPPABLE PEOPLE PROGRAMME GARNERS ACCLAIM AND POSITIVE IMPACT

- The implementation of the new performance engagement philosophy, methodology and technology led to remarkable and measurable results, facilitating a more unified and integrated approach to learning and performance within the organisation
- Feedback from internal shareholders and stakeholders about the new digital learning and performance experience was overwhelmingly positive, reflecting a tangible shift towards a collaborative working environment

The Unstoppable People Programme was a hallmark achievement, designed to help individuals unlock their potential, achieve their goals, and experience growth. Recognition of TIH's success extended beyond the organisation, as evidenced by their place as a Top 3 finalist in the 2022 South African LinkedIn Talent Awards.

