

# Police force using Thomas assessments to develop leaders and improve performance in order to better serve their community.



## Local Service

4,244 police officers

Serves over 2.4 million people



### Objectives

- Develop staff to level of leadership needed to deliver a high quality of service to communities
- Grow their Talent Management Programme
- Develop autocratic style member of staff



### Results

- ★ Use PPA & TEIQue to pinpoint strengths and areas for development
- ★ Those who complete the Talent Management Programme now have a 27% chance of securing a promotion
- ★ Police officer with autocratic style adjusted his style and became more successful as a result.

## THE CHALLENGE: Develop staff to level of leadership needed to deliver a high quality of service to communities

Alison Sercombe, HR Business Partner – Leadership & Career Development explains, “The Thames Valley Police force area is divided into 15 Local Policing Areas (LPAs) covering a diverse range of areas from rural to inner city. Each LPA works in partnership with the local council to deliver policing, so leadership is critical. We have a duty to our communities to provide the leadership needed to deliver a high quality of service, make our neighbourhoods safer and cut crime – good leadership is worth its weight in gold.”

## THE SOLUTION: Grow their Talent Management Programme

Thames Valley Police incorporates Thomas' behavioural assessment (PPA) and Trait Emotional Intelligence Questionnaire (TEIQue) into their Talent Management Programme.

Alison continues: “I cannot put my time into anything that does not improve front line policing and delivery of front line policing. Thomas PPA and TEIQue enable me to support the business by improving performance and creating great leaders, so we can deliver the very best policing to our communities.”

“The Talent Management Programme develops officers and staff with potential into future leaders. Using PPA and TEIQue we are able to look holistically at delegates and get a picture of what they give the business at their current level, what they can offer at the next level, and where they are likely to need our support. By pinpointing their strengths and areas for development we enable delegates to make informed decisions about their career direction.”



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**The information provided on each delegate was invaluable. Thomas assessments gave a scientific basis to feedback and completely focused delegates on their strengths and the areas where they need support in order to progress**



“One of our officers was well known for his autocratic and direct behaviour. Part of the Talent Management Programme included looking at Emotional Intelligence facets such as self-motivation, assertiveness and relationships, and exploring what effect they might have on his working behaviour. This helped him to understand how he was being perceived and the impact he had on other people.”

“He chose to adjust his style and as a result became more successful. By modifying his approach he was better able to make himself understood and communicate more effectively with the local council.”

“What we are aiming for is authentic leadership. To be authentic, you need a level of self-awareness, which you can only get from understanding how you work. TEIQue and PPA help delegates understand their personal work style, how they perform under stress, their ability to build and maintain relationships, and enables critical conversations about motivation.

### **THE RESULT: Develop autocratic style member of staff**

“Completing the Talent Management Programme gives candidates an advantage when applying for their next position. Competition for roles is fierce, but delegates of our Talent Programme over the past two years have a 27% success rate of securing a promotion.”

“The information provided on each delegate was invaluable. Thomas assessments gave a scientific basis to feedback and completely focused delegates on their strengths and the areas where they need support in order to progress. Headlines from the feedback were given to line managers to help them direct the development.”

The Talent Management Programme makes delegates feel the organisation is interested in their future, which is important for retention and engagement.. Delegates become ambassadors for improved performance. When they go back to their teams they bring with them an aura of positivity – they exude enthusiasm, organisational and personal competence and we see team performance go up.”



**Tools used**



For more information about how we can help deliver confidence for your organisation, get in touch



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