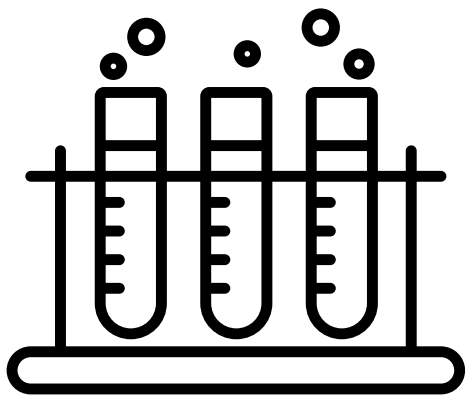# THE GRADLAB PROCESS

THE HOW

Impactful learning programs are born from deep partnership, thoughtful design, and continuous refinement. Our structured process ensures that every program is aligned to your business needs and strategic objectives and evolves over time to become a true pipeline for your future talent.

1. ASK

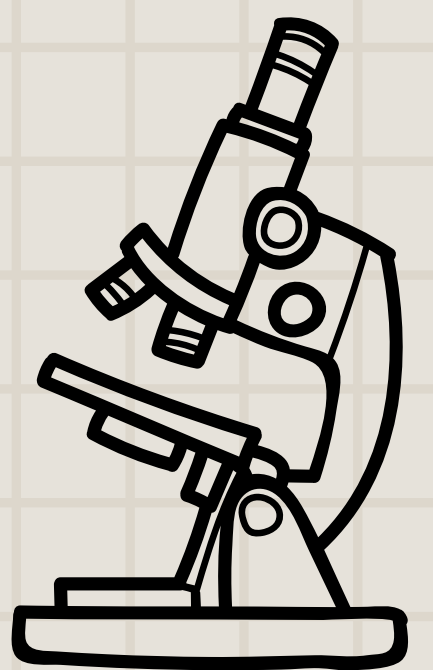The first step is about **listening carefully**. We work with you to understand:

- Your broad goals
- The operational realities and challenges of your environment
- Organizational culture and any past experiences

This high-level understanding sets the stage for a program that is **relevant, realistic, and strategically aligned.**
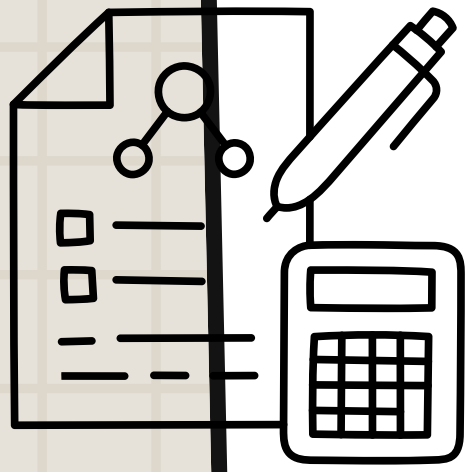
2. ENGAGE

We move into a **structured needs analysis** phase with a wider group of internal stakeholders to:

- Identify the critical competencies
- Map out organizational & industry expectations for graduate performance.
- Understand the lived realities, strengths, and gaps within your business units.
- Build internal buy-in by involving key role-players early in the process.

3. DESIGN

Armed with insights from the needs analysis, we move into a collaborative design phase:

- First, we present a high-level program framework based on our findings.
- We then refine and tweak this framework based on your feedback.
- Once approved, we develop the detailed curriculum,

At every step, we balance **best practice** with **customisation and industry relevance.**

4. DELIVER

With the design complete, we turn plans into action:

- Preparation activities: equipping line managers, training internal trainers (if required), and setting up support structures for the graduates.
- Material development: finalising toolkits, resources, and learning materials.
- Facilitation and administration: launching the program, managing logistics, delivering workshops, coaching sessions, and assessments.

Throughout delivery, we remain agile — adapting where needed to ensure a smooth, high-impact experience for both graduates and the business.

6. ITERATE

We believe that real transformation takes time. That's why we recommend a three-year commitment to developing and refining your Program. With each cycle, we:

- Review learnings from the previous year
- Refine content, structures, and support mechanisms
- Deepen integration between the program and your evolving business needs

This iterative approach ensures that your Graduate Program doesn't just start strong — it grows stronger every year, becoming a true strategic advantage for your organisation.