



DEVELOPING HIGH-POTENTIAL DIVERSE TALENT THROUGH GROUP COACHING CASE STUDY

CHALLENGE

A perceived lack of ambition among entry-level colleagues from underrepresented communities was impacting retention, career progression, and leadership diversity. We needed a structured approach to nurture talent, build confidence, challenge leadership bias, and reduce recruitment costs.

SOLUTION

We launched a development group coaching programme, offering structured support through peer mentoring, one-to-one coaching, and skills-based workshops. Sessions addressed confidence barriers, cultural differences, and communication challenges, alongside practical career-building elements such as:

- Higher Retention – Employees felt valued and invested in, reducing turnover costs
- Reduced Recruitment Spend – Internal career development decreased reliance on external hiring
- More Inclusive Culture – Strengthened employer brand as a champion of diverse talent

To drive long-term change, we also engaged line managers, challenging biases and perceptions around cultural differences and career ambition.

IMPACT

FOR PARTICIPANTS

- 90% secured promotions or lateral moves within one year, with a minimum 10% pay rise
- 20% transitioned to external roles with promotions, demonstrating transferable skills
- 70% progressed within the organisation, enhancing internal mobility

KEY BENEFITS

- Boosted Confidence – A supportive environment empowered individuals to take ownership of their careers
- Clear Career Pathways – Coaching helped participants identify strengths and leverage opportunities
- Diverse Talent Pipelines – More underrepresented colleagues advanced into key roles, driving inclusion at all levels

BUSINESS IMPACT

- Higher Retention – Employees felt valued and invested in, reducing turnover costs
- Reduced Recruitment Spend – Internal career development decreased reliance on external hiring
- More Inclusive Culture – Strengthened employer brand as a champion of diverse talent

RESULTS

What began as a response to a perception issue evolved into a transformative programme for career growth and inclusion. By breaking barriers, challenging biases, and fostering ambition, we enriched the talent pipeline while driving meaningful organisational change..

