

# Active Manager Impact Report

Delivering outstanding operational performance



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# 01

## Executive summary

### Unlocking operational excellence at the frontline

#### Unlocking frontline excellence

The Active Manager programme by BearingPoint is a proven catalyst for operational transformation across organisations. Designed to empower frontline leaders, the programme delivers measurable improvements in performance, engagement, and strategic alignment.

#### Key Outcomes

- **19% uplift in operational performance** within just three months
- **22% improvement in team engagement**, driving productivity and morale
- **11,000 Active Managers trained**, supported by over **15 years of programme evolution**

#### Programme Highlights

- **Accredited Coaching:** Builds leadership confidence and embeds long-term behavioural change.
- **Structured Toolkit:** Equips leaders to coach effectively and drive team accountability.
- **Behavioural Framework:** Creates consistency in performance expectations across departments.

#### Strategic Benefits

- **Boosts Resilience:** Leaders balance development with day-to-day responsibilities, becoming more adaptable.
- **Targets Low Performance:** Coaching skills enable tailored support for underperforming team members.
- **Improves Strategic Understanding:** Helps teams connect their work to KPIs and value.

#### Why It Matters

**For business now more than ever consistency, engagement, and resilience aren't just values—they're lifelines—Active Manager is the catalyst for transformation.**

This isn't just another training programme. It's a strategic powerhouse designed to elevate frontline leadership, embed continuous improvement, and unlock excellence across organisations.

With rising demands and finite resources, the pressure to deliver more with the same has never been greater. Active Manager equips leaders to rise to that challenge—arming them with a unified framework that strengthens consistency, sharpens risk management, and safeguards trust.

**The risk landscape is evolving. Customer and public expectations are rising. The time to act is now.**

Let's lead with purpose. Let's deliver with impact

# 02

## Programme Snapshot

### What is Active Manager

#### **Greater impact through flexible delivery**

Active Manager programmes are designed to flex and adapt to each organisation's unique needs, not apply a one-size fits all model. Focus is co-created with the organisation to address individual priorities and operational challenges to ensure relevance, buy-in and sustainable change.

### **Fundamentals**

5 key fundamentals drive a performance benefit

#### **1. Accredited Coaching**

Ensures leaders have the support needed to test and try new skills to embed long-term behavioural change

#### **2. Structured Toolkit**

Support leaders to enhance personal effectiveness to drive team accountability for performance

#### **3. Behavioural Framework**

Defines clear expectations for manager behaviours that help managers role-model, build trust and create a performance-orientated team culture

#### **4. Team Performance Review**

Regular structured reviews of KPIs and Performance Levers to drive accountability and ensure continuous improvement

#### **5. Management Routine Framework**

A consistent rhythm of daily, weekly and monthly routines that ensures continuous Improvement is embedded in everyday operations

# 03

## Key Outcomes at a glance

Proven results

**19%**



Uplift in performance (over 3-months)

**12,500**

Active Managers Trained

**22%**



Improvement in team engagement

**15+ years of programme evolution**



## 04

**Benefits Breakdown**

What makes it work

**Drives Continuous Improvement**

Frontline leaders are empowered to try new ways of working, refine their methods and share best practices

**Targets Low Performance**

Frontline leaders are upskilled as coaches, enabling targeted support and development for team members who need it

**Embeds Consistency**

A unified framework for performance management ensures expectations are clear across departments

**Develops Resilience**

Completion of an accredited programme alongside BAU responsibilities builds resilience, leaders become better equipped to handle challenges and adapt to change

**Improves Strategic Understanding**

Creates a better understanding of how work links to KPIs and broader organisational values, helping individuals to see the tangible impact of their contributions

**Recognises and Elevates Frontline Leaders**

Prioritises the development of frontline leaders, recognising their critical role in operational success and value to customers.



# 05

## Testimonial Highlight

In their words

“BearingPoint’s personalised and adaptable programme delivery has empowered our team, driven exceptional outcomes, and created a truly energising and enjoyable experience”

# 06

## Programme fundamentals

The building blocks

Proven results

### Programme Fundamentals

All Active Manager programmes are built on several core fundamentals, these elements equip team managers to drive consistent, high-impact leadership behaviours that improve engagement, accountability and performance within their teams.

### Accredited Coaching



- Team Managers receive personalised Accelerated Performance Management (APM) coaching over 12-weeks which enables reflective practice and support in applying new skills in real-world settings
- Team Managers who are successful receive an Institute of Leadership level 5 accreditation

### Structured Toolkit



- Team Managers are equipped with a suite of structured frameworks and models enabling them to:
  - Drive team performance
  - Improve strategic thinking
  - Manage change effectively
  - Coach and develop individuals
  - Optimise their own time and routines

### Behavioural Framework



- Tailored to the organisation the Behaviour framework defines the behaviours, skills, and attitudes that managers need to demonstrate to achieve high performance
- The framework is then used to assess whether Team Managers are demonstrating and evidencing these behaviours

# Ready to transform your teams?

Let's talk...



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