

THE POWER OF MENTORING

Client: Leading Financial Service Provider

Industry: Financial Services

Project: Coaching / Change Leadership

How to get the
best out of your
internal team of
Business Analysts.

A multinational financial services company engaged Analyze Consulting to improve their business analysis competency. The company had recently undergone a merger and wanted to better support their BA team following the change in business structure.

The Business Challenge:

The client needed to support their BA team through a recent merger—chiefly to help them transition from a mainly system-orientated role to a broader one that would now focus on business need and value.

While the BA team itself was known to have a good understanding of the business, their understanding of technology was lacking.

They also did not have the necessary business analytical tools for their new role, and lacked sufficient knowledge of the new system's development lifecycle, modelling & potential deliverables.

“The outcome of this intervention included a marked improvement in the quality of work produced, increased efficiency, and higher team morale.”

The Analyze Solution:

One of the primary roles of a Business Analyst in an organisation is to bridge the gap between business and IT. With this in mind, the best in the business possess all four of these characteristics:

- An innate analytical ability
- A solid academic grounding
- Up-to-date knowledge and proficiency in the best BA tools and skills
- Strong communication skills

Analyze designed a programme to provide the framework and ongoing support required to sharpen and upskill the client's BA team in each one of these areas. In addition, an individual development plan for each analyst was formulated, based on their personal assessment findings.

Using the afore-mentioned assessment as a basis, we focused on the common areas where the most room for improvement existed. In this case, while all the participants had strong analytical abilities and an academic grounding, most were less proficient in the written and verbal communication space.

Finally, we were able to identify a group of key individuals within the group that could serve as future internal mentors for the team. These mentors received extended mentoring from the Analyze team to ensure that our impact would continue long after we'd left the building.

Looking to meaningfully shift behaviour, optimise business processes, or streamline your tech? **Look no further.**

