

success story



AIB Capital Markets comprises AIB Group's Global Treasury, Investment Banking and Corporate Banking businesses. The Division operates world-wide through offices in Ireland, UK, USA, Canada, Europe and Asia Pacific through a range of specialist business units and subsidiary companies.

What was the challenge?

- To establish a means of more objective and consistent assessment of people management practices across the group
- To do this in an efficient, effective, secure and less time consuming method
- To provide individuals with easy-to-interpret reports which prompt targeted Personal Development Plans
- To provide management with centralised data on individuals and aggregated data on groups.

What did we do?

- Created a tailored on-line 360 Degree Feedback System with the AIB 'People Management' competency framework
- Allowed recipients to self-select competencies and conduct interim 'pulse' surveys to measure progress in specific areas
- Supported over 100 managers through their 360 Degree Feedback process within Capital Markets
- Provided management with access to aggregated reports showing team, department and organisational results

What was the result?

- A truly bespoke system solution which met the exact requirements outlined in the original project plan
- An easy-to-use and self-administered system which allows HR and Management to view real-time status and reports
- A flexible solution which offers the opportunity to roll-out across the wider organisation

"Bowland Solutions was a very flexible, creative and responsive partner in the creation of our Line Manager Assessment tool. Their customer focus, creativity and flexibility was invaluable during the development phase. Once the project moved into implementation, they were very responsive and creative in their approach as we navigated through launching the programme in the business."

Claudine McMahon, Organisation Development, Allied Irish Bank (Capital Markets)