



# Case Study

## MGM Assurance

As a long-established provider of specialist financial Services, MGM Assurance is the longest registered company in the UK. They offer pension, protection, investment and mortgage related products to those planning for their financial future. MGM's headquarters is in Worthing and employs 200 staff.



### **The need for a focused approach**

Following several requests from directors for a more consistent approach towards project management across the organisation, the Learning and Development team were asked to work with the project management community to bring about improvements.

In particular, the directors wanted more effective project delivery, aligned more closely to the strategic objectives of MGM Assurance. The L&D department therefore needed to consider practices, processes and technical toolkits, applicable to a wide range of managers from different levels and departments. In addition, for many of these managers, project management was a role added to their 'day job' and not their primary discipline.

### **Red Ant guide MGM through facilitation**

MGM had contacted several external consultants in an effort to address the issue and decided that the Red Ant approach would work well in meeting their requirements.

Red Ant, together with MGM, decided to conduct two workshops as there were a large number of managers involved. For both sessions, Red Ant produced a carefully structured agenda that remained flexible enough to allow exploration of issues raised from the participants, whilst ensuring the directors' agenda was still addressed and actions taken.

Following each workshop, Red Ant, provided a post-event report that gave views on the issues and actions from the day and identified potential follow-up activity to capitalize on the workshop outputs.

Both events were a success, and MGM has since been following a number of actions that came out of the workshops, including ones with impacts on the Business Plan and on the project managers' training needs.



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## **The benefits to MGM of working with Red Ant**

Lorraine Prideaux, L&D Consultant at MGM Assurance said:

“Working with Red Ant helped us to assess the current situation and the workshops allowed a forum for discussion. The benefits of working with an external facilitator are their expertise in their field and the credibility it gives to the meeting.”

The managers were more open and honest in a forum with an independent facilitator. That neutral objectivity, combined with past experience, also allowed Red Ant to offer practical suggestions and guidance for MGM to take things forward.

MGM are now working on the actions from the meetings and will involve Red Ant Consulting in future projects as they arise.