



Case Study | Leadership Development

Company Overview

■ Established seven years ago, SCG Design Solutions is a dynamic engineering services company specializing in CAD Engineering, Design & BIM Services. With 200 professionals and a strong project portfolio, SCG has built a reputation for innovation, quality, and client satisfaction across infrastructure, energy, and manufacturing sectors.

The Need for Leadership Development

- Leadership concentration risk – Critical knowledge held by few senior leaders.
- Limited successor pipeline – Lack of leadership grooming.
- Retention concerns – Mid-level managers uncertain about career paths.
- Scalability challenge – Risk of delivery delays and client dissatisfaction if leadership gaps occurred.

Our Approach

HR Tactics introduced a 360-Degree Feedback & Leadership Development Program involving:

- Superiors: Strategic vision & decision-making.
- Peers: Collaboration & teamwork skills.
- Subordinates: Delegation & coaching effectiveness.
- Clients: Service delivery & relationship management.

Program included anonymous online surveys, customized feedback reports, individual coaching sessions, and action-oriented development plans.

Outcomes Achieved

- 16 High-Potential Managers identified for leadership grooming.
- Successor pipelines built for 5 critical leadership roles.
- Employee engagement & retention improved via clear career pathways.
- Reduced dependency on current leadership, ensuring business continuity.
- Enhanced client confidence through delivery excellence.

Key Takeaways

By implementing 360-degree feedback, competency mapping, and structured leadership development, SCG successfully:

- ✓ Secured a sustainable leadership pipeline
- ✓ Reduced business risks from leadership exits
- ✓ Strengthened future scalability & continuity

■ **HR Tactics** helped SCG Design Solutions future-proof its leadership framework, ensuring long-term growth, stability, and competitive advantage.

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