



# 2025 Roundup

This year, we've had the privilege of working with some of the world's leading organisations, helping leaders and teams overcome challenges, change behaviours, and move from good to great.

As we celebrate 25 years in business, we remain committed to learning and growing alongside our clients. Every partnership teaches us something new, deepening our expertise and shaping the way we deliver impact.

We'd love to share some of the insights we've gained with you...

## What's been keeping you up at night?

- Business leaders are increasingly focused on unlocking growth by pursuing new business opportunities and fostering a culture of innovation and creativity. They recognise that sustainable success depends on fresh ideas and the ability to adapt quickly in a competitive landscape. By prioritising these drivers, organisations can differentiate themselves and create lasting value.
- In today's volatile geopolitical climate, leaders face the dual challenge of creating stability for their teams while staying agile and forward-thinking. Success lies in anticipating uncertainty, preparing for multiple scenarios and fostering resilience, so organisations can adapt swiftly and empower people to thrive.

For more on leading in a VUCA world, [CLICK HERE](#)

- The insurance sector has seen a shift from a constrained market to a more competitive environment requiring teams to adapt quickly to new dynamics. For those who have never experienced such a transition, it's essential to provide clarity, guidance, and practical strategies that build confidence and resilience. Helping teams embrace this change means fostering agility, encouraging learning, and reframing challenges as opportunities for growth.

For more on thriving in changing markets, [CLICK HERE](#)



## The biggest myths dispelled in 2025

- ✗ 1. Digital transformation is just about technology
- ✗ 2. AI will replace people
- ✗ 3. Leadership development is a luxury

Let's get into the detail...

- 1 Myth about digital transformation:** Many believe digital transformation focuses only on technology, overlooking key human factors.

  - Importance of behavioural change:** Successful transformation relies on agile mindsets, collaboration, and psychological safety within teams.
  - Role of change leadership:** Organisations investing in change leadership and coaching consistently outperform their peers in transformation efforts.
  - Action for transformation success:** Launching change-leadership workshops and embedding agile behaviours are key steps for successful transformation.
- 2 Debunking AI myths:** Generative AI is often misunderstood to replace human jobs, but it actually supports and enhances human roles.

  - AI literacy and critical thinking:** Upskilling in AI literacy and critical thinking is essential for increased productivity and building trust in AI systems.
  - AI as an enabler:** Augmenting human roles.
- 3 Misconception about leadership development:** Leadership programmes are often seen as optional, but they are critical for organisational success.

  - Improving skills at the top level:** Strong leadership fosters growth and guides companies through transformative change.
  - Leader-as-coach model:** Leader-as-coach models leverage behavioural science to enhance employee engagement and operational efficiency.
  - Embedding behavioural KPIs:** Incorporating behavioural KPIs drives accountability and agility in leadership.



## Looking forward to 2026

As we step into 2026, emerging trends and accelerated growth are reshaping organisations and setting the stage for unprecedented opportunities. Here's some of what we see on the horizon:

### Trend 1 Leader-as-coach goes mainstream

**What we'll see:** Coaching is becoming the chosen leadership style for many, with leaders and managers upskilled to use GROW and micro-coaching in one-to-ones and manager conversations.

**Why it matters:** Builds capability, speed and autonomy, while reducing resistance to change.

### Trend 2 Human-AI teaming becomes the new normal

**What we'll see:** Teams will be trained in AI literacy, 'prompt craft' and critical thinking. In financial services and insurance AI will support triage while people handle complex empathy-heavy work.

**Why it matters:** Organisations that are ready for AI will be able to move faster and more effectively than their competitors. Improved customer experience and more opportunities for growth.

### Trend 3 The concept of the infinite mindset

**What we'll see:** Leaders will focus on agility, collaboration, and purpose over rigid KPIs. Organisations will seek to build long-term trust with clients and embed values, sustainability, and continuous learning into their culture.

**Why it matters:** An infinite mindset drives resilience and innovation, enabling leaders to navigate uncertainty, attract talent, and build adaptable organisations. For client engagement, it means forging deeper, lasting connections that fuel sustainable growth.

For more on how you can foster a culture of an infinite mindset, get in touch

## In case you missed it...



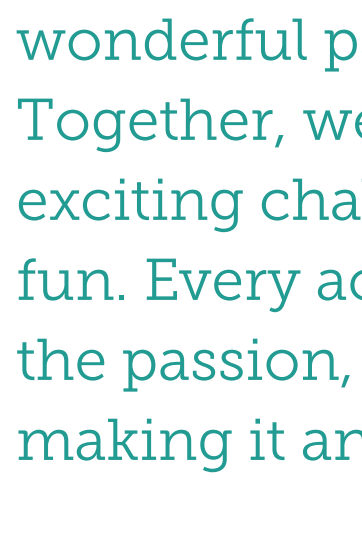
**Jay Ritchie, President & CEO at Tokio Marine HCC A&H Group,** told us why training is a vital component in his strategy to promote a culture of growth, collaboration and communication, to enhance performance and drive results.

“We wanted to distinguish between meeting expectations and exceeding them, creating a clear blueprint for success.”



**Mike Bottle, Managing Director at Arch Insurance UK Regional,** told us how they are nurturing a sustainable culture that's adaptable to whatever the future holds.

“We've seen a hugely positive shift in how our sales team operates, a very real change in behaviour and increase in confidence.”



**Stephen Crosbie, Managing Director - Adviser Platform at Aegon,** shares his insights on the collaborative efforts making their transformative development programme a success.

“Ultimately, when you get it right on a personal and team level, the business results follow.”



**Jo Razzaq, VP HR International & Global Head of Talent Management at IFS,** told us how their groundbreaking leadership framework is empowering managers, driving innovation and growth, and achieving measurable business outcomes.

“Managers have a tough job, balancing their own responsibilities with managing teams. We wanted to highlight that effective management is crucial for career progression and team development.”



## Finally...

A huge thank you to our incredible Solution Cell team and our wonderful partners and clients for making 2025 truly special. Together, we've shared meaningful collaborations, tackled exciting challenges, and created countless moments of joy and fun. Every achievement this year has been possible because of the passion, creativity, and commitment of our entire team, making it an unforgettable year.