

## Understand the essentials of the Development Centre process for optimal performance

A Development Centre ('DC') is a group-based structured process that identifies the areas of strength and development for its participants. It provides individuals with feedback on behavioural competencies that are crucial to the organisation, and the organisation, with objective insights on its talent pool. The DC process involves highly reliable and validated exercises, facilitated by external senior consultants or assessors.



### Typical exercises in the DC



#### Case-study Presentation

Analyse a business case, suggest actions and clarify rationale for proposed ideas to the Business Leader.



#### Role Play

Handle a tough discussion with a discontented team member or an external stakeholder.



#### Group Exercise

Engage with other participants as a group, to jointly identify a strategy for the problem statement.



#### In-basket Exercise

Read, understand and respond to emails in a simulated inbox by analysing presented issues.



#### Behavioural Event Interview

Have a reflective conversation with the assessor on your past work-experience.

Across exercises, that are designed to elicit the desired behaviours, the assessors are typically looking for those identified by the organisation. These behaviours broadly fall into the following four categories:



#### STRATEGY

Example:

- Analytical Thinking
- Business Acumen
- Strategic Orientation

Focus on long-term thinking, analysing the data available to make decisions, aligning with external market scenario.



#### PEOPLE

Example:

- Developing Teams
- Nurturing Talent
- Collaboration

Focus on interpersonal dynamics, showing empathy and understanding strengths and development needs.



#### RESULTS

Example:

- Result Orientation
- Execution
- Ownership

Focus on planning, organising, achieving targets by taking accountability and resolving issues.



#### CHANGE

Example:

- Driving Change
- Innovation
- Digital Mindset

Focus on challenging status quo, ensuring continuous improvement, bringing new solutions to existing problems.