

Leadership Academy Accelerates Talent Pipeline at Wyndham Vacation Ownership

CHALLENGE

When the senior leadership team of Wyndham Vacation Ownership, the world's largest and most experienced vacation ownership resort company, identified a shortfall in qualified director level leaders capable of moving into VP level positions, they knew they needed an approach to developing leaders that would deliver strong bottom line performance. The leadership team wanted a hands-on, customized program designed to develop the next generation of leaders and to reinforce a culture of accountability throughout the organization.

SOLUTION

Linkage developed a customized leadership program—the *Wyndham Leadership Academy*—that would equip their high-potential leaders with the skill set necessary to develop a talent pipeline for the future. The program was made up of three sessions conducted over a 12-month period. The curriculum exposed participants to a multiplicity of learning situations including action learning, individual and 360-degree assessments, group and individual exercises, simulations, and live skill practices.

Each session focused on critical areas of leadership development including assessments, communication, self-development, decision making, teambuilding, trust, and motivating others. The sessions also featured real time business case challenges, where each team was responsible for presenting the results of their research and solutions to a panel of senior leaders. The panel of leaders then scored the teams based on their current state analysis, future state recommendations, and executive presentation inclusive of a question and answer session.

The *Wyndham Leadership Academy* also included a half-day program offered in partnership with a local health care clinic that focused on health education and assessments. Individuals participated in physical assessments in addition to learning about work/life balance, physical fitness, and healthy eating habits.

RESULTS

As a result of the *Wyndham Leadership Academy*, the senior leadership team of Wyndham Vacation Ownership now has an integrated, systemic approach to leadership development that aligns with the company's business strategy. They also have a strong talent pipeline of future leaders, a mutual understanding at all levels of the organization of the critical leadership skills necessary for individual and organizational success, and improved communication across the organization.