CA Technologies and getAbstract: Creating Leaders at all Levels

Software is at the center of every successful business in the application economy. As one of the world’s largest independent software providers, the mission of CA Technologies (CA) is to deliver the IT solutions that customers need to remove the barriers between ideas and outcomes.

Having survived and thrived for over four decades, the $4.2 billion company finds that one of the key drivers to its success can be found in its ‘Leaders at all Levels’ philosophy. By investing in leadership, including development resources like getAbstract summaries and micro lessons, CA empowers employees at all levels to think and behave like leaders.

CASE STUDY:

Talent Development at CA Technologies

Recently, the company received the Association for Talent Development’s 2016 BEST Award, which recognized organizations that demonstrated enterprise-wide success as a result of talent development. CA’s internal development includes training programs such as its Leadership Development Program (LDP), and a Managing and Leading manager development program, both of which are centered around the company’s goals, mission and DNA principles.

CA’s LDP and the Managing and Leading Program leverage getAbstract as a resource for personal and professional development. Participants have access to getAbstract summaries of the most relevant books, video talks and economic reports, and align these resources to the program themes. They also use getAbstract Configurator micro courses specifically designed to consolidate learning and spur discussions.

Learning Leadership with the getAbstract Configurator

The 12-month LDP is designed for CA’s mid-level employees who aspire to be leaders within the organization. The program focuses on personal development, rather than the technical aspects of each employee’s role. Over 600 employees participate in the LDP each year and over 2000 have graduated from the program since it began in 2008.

“CA’s LDP is not a traditional training program; it’s more of a learning experience based on discussions, self-discovery, and interactions among participants,” says Lynne Iati, LDP Program Lead, CA Technologies. “Our goal is to develop and strengthen employees’ leadership capabilities and build the company’s ‘bench strength’ in a way that delivers a superior customer experience, and supports growth within the organization.”

Through virtual and in-person sessions, participants learn directly from senior leaders about topics such as leadership, branding, corporate strategy, finance and product strategy. Throughout the program, participants have access to learning tools and resources, including getAbstract.

Achieved Results

• Over 1,000 active getAbstract users.
• 12 getAbstract Configurator micro courses aligned to the talent development programs.
• 79% of course visitors engaged with the content.
• “Engagement,” “Innovation” and “Staying Healthy at Work” were the most popular micro lessons.
With getAbstract, participants can review books in advance of a development session,” says Iati. “Over the course of the program, we are cognizant of the demands on participants’ busy schedules, so we are thoughtful about the preparation and workload requests coming into the program. getAbstract summaries are extremely helpful as they allow participants to have a quick synopsis when time demands don’t allow for a full read of some of the required books.”

The program focuses on five key themes: self-awareness, adaptive leadership, leadership at all levels, enterprise leadership and creating a ripple effect. The LDP integrates micro courses from the getAbstract Configurator that are aligned to key program themes. Each micro lesson includes reading a relevant getAbstract summary, completion of short exercises and meeting with a virtual peer advisory group for discussions. “The micro lessons help foster relationship building, because they are part of the pre-work activities before participants get together for peer discussions,” says Iati. “Together, participants share their experiences, ideas and insights, and apply them to their leadership journey.”

“Managing and Leading” with the getAbstract Configurator

The Managing and Leading Program is a seven-week virtual, social, and immersive manager skills development experience designed for aspiring, new and experienced managers. Since the program’s inception in 2015, over 600 managers have participated. “This manager development solution was designed for a globally diverse workforce. The program enables an extended network of managers to build their knowledge through engaging in independent study, dialogue, and collaboration,” says Geoff Holle, Manager & Leading Program Lead, CA Technologies. The challenge of this virtual program is to maintain high levels of engagement and provide high quality content to managers for them to be successful. “We create and curate relevant program content from a variety of sources, like getAbstract,” says Holle. “This content is key to delivering an engaging and easy-to-consume curriculum aligned to our program’s themes.”

getAbstract’s learning consultants were part of the content curation process. They conducted an analysis of the program themes and provided input that enhanced the program experience. The response has been overwhelmingly positive and one participant stated, “I’m so impressed with getAbstract...I’ve learned so much in such a short amount of time...and it was all nicely summarized and available on different platforms which made access a breeze.”

getAbstract on a Global Scale

getAbstract is part of a large arsenal of learning tools and resources that CA offers through programs like LDP and Managing and Leading. When discussing how getAbstract contributes to their programs, Iati and Holle agree on two major benefits: getAbstract offers easy access to relevant knowledge and anyone can use it anytime, anywhere in the world. “We’re a global company and getAbstract allows us to provide easy access to relevant information and knowledge to our global employee base,” says Iati. “That gives us the flexibility we need to cultivate managers in every corner of the globe to support our growth worldwide.”

“As a global company, we are focused on growing and developing our employees. getAbstract provides program participants with easy access to relevant content and knowledge, no matter where they are located – and that gives us the flexibility we need to support them in their career development journey.”

- Lynne Iati, Program Lead for the Global Leadership Development Program