MCE Management Centre Europe®

IGT

Client Story

IGT

The Key to Success in a Changing Environment

IGT & MCE

IGT is one of the largest commercial operators and providers of technology in worldwide gaming markets, with approximately €3.1 billion in revenue and 8,600 employees with operations in approximately 100 countries in six continents. IGT is comprised of Lottery, Gaming, Interactive, and Betting business segments.

IGT's traditional business has been supplying lotteries throughout the world, as well as operating lotteries, such as Lottomatica in Italy. However, in recent years, IGT has been actively developing and adapting its business model across multiple gaming channels to include interactive gaming, betting, sports betting, as well as gaming terminals, control systems, software and services.

This shift in the business to include interactive gaming, mobile games and online betting reflects a major change across the industry. It has also resulted in major takeovers and mergers, including GTECH's planned acquisition of IGT, changing GTECH's name to IGT. The industry is changing and is highly competitive, and IGT wants to make sure that its people have the right skills and behaviours to compete in this evolving market space.

MCE's relationship with IGT is not new, and we have been working together for the past 10 years. This partnership means that we have been able to build up trust and knowledge to develop new learning and development solutions with IGT.

Development of the Solution

The Challenge

IGT's main human resource challenge is to make sure that their employees have the right skills and behaviours to successfully adapt to this ongoing change and the increased competition in the market.

First Steps

To make sure that the foundations of the project were solid, MCE and IGT agreed to a series of structured meetings, exchanges and feedback. These were between the MCE team (Regional Director and Faculty), Senior HR at IGT in Warsaw, Kate Przybysz, and her U.S. management. The goal was to better understand the impact of the reorganization of IGT and to establish clear objectives, themes and topics that needed to be included in the design of the Personal Management Programme.

MCE made sure that key stakeholders and decision-makers were involved in the development of the programme. MCE's faculty visited IGT and spoke with the IGT team. The goal was to establish the specific objectives for the programme and to further clarify the themes, topics and processes to make sure that the Personal Management Programme would have the right impact. Throughout the process, MCE worked with IGT senior HR in both Warsaw and Dublin in order to make sure that the communication flow throughout IGT continued. It was important that people would buy in to the process of change.

Development of the Solution

It was not enough that HR and Senior Management planned change actions on their own. IGT wanted its people to buy in to the process, and understand the overall objectives. Internal communication throughout the process was also key.

Together MCE and IGT developed the following elements for the programme:

- Constructive openness, and how that affects your team and the organization
- Understanding how your management style impacts others as well as yourself
- Gaining a much better understanding of time and learning how to create visions and goals
- Better planning and prioritization in a fast-moving industry
- Being more effective in dealing with tasks and coping with interruptions
- Better understanding of creativity and innovation, and how that works in teams
- Understanding how to manage change – both imposed and creative change – as well as the emotional impact that it can have on your team
- Dealing with stress and keeping up energy levels

Delivery of the Programme

Delivery of the Programme

The programme is being delivered bi-yearly in various locations throughout Europe with hundreds of participants in Face-to-Face format. The first delivery of MCE to IGT happened back in 2009 and went throughout the years into several rounds of adaptation to meet client's needs. The programme consisted mainly of group work, where IGT's employees could participate in hands-on and practical activities, and practice what they learned. The goal was to create an open, constructive, enjoyable and sometimes competitive atmosphere, where the participants could learn and share best practices and implement them.

To make sure the programme had the real impact that IGT needed and wanted, the programmes were followed with individual coaching and feedback.

Making sure that the Programme is a success

Together with IGT, MCE is monitoring the impact of these programmes through feedback and evaluation. We will also run a series of structured meetings with the senior HR managers to see how to best continue the partnership and evaluate the impact of this programme. The goal of any programme is not the programme itself, but the impact on the skills and behaviours of the participants. MCE's goal with IGT is to make sure that IGT's team has the right skills and behaviours to deal with change and competition in the industry.

"Throughout the many years of our close cooperation, AMA-MCE have demonstrated the highest level of engagement and professional approach towards customer needs and requirements"

"We have successfully designed and launched a programme for developing managerial skills, and this programme has grown and changed with our company. I'm looking forward to our continued collaboration."

Kate Przybysz,
VP Human Resources EMEA

MCE | KEY FACTS

MCE is your reliable partner for continuous success with agile people development solutions.

10,000,000

participants on AMA & MCE programmes in the last 10 years

92%

of Fortune 1,000 companies are our business partners

96%

of participants report they are using what they have learnt at AMA & MCE

1,000+

expert facilitators globally

100+

Open Training Programmes running throughout EMEA

98

year's experience working with our clients around the globe

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