High-Potential Assessment Case Study: UGI Utilities

INVESTING IN THE FUTURE

For the past three years, The Leader’s Edge/Leaders By Design has partnered with UGI to develop their identified high-potential talent to build the company’s pipeline of future leaders.

CLIENT: UGI is a Pennsylvania natural gas and electric company, serving over 660,000 customers.

GOAL: Build the leadership skills of high-performers within UGI’s line of businesses so that they are poised to guide the company through complex and demanding times.

PARTICIPANTS: Over 25 high-potential individuals, typically working 2-3 levels from the CEO.

PROGRAM MAKE-UP:

- Participation in UGI University: an opportunity to spend time with UGI’s Senior Management team, learn more about company culture, and sharpen leadership skills.
- A comprehensive 6-month assessment and coaching protocol including:
  - 360° interviews with colleagues and management of high-potential employees.
  - Hogan® Leadership Forecast Assessment with formal box set report.
  - Hogan® Business Reasoning Inventory.
  - One-on-one coaching with a senior consultant to set goals and determine areas of development.
  - Feedback from coach on assessment results.
  - Creation of a Professional Development Plan.

OUTCOMES: UGI management was able to gain an in-depth understanding of their high-potential leaders, including their strengths, development areas, and personal goals. The participants saw professional growth and recognized UGI’s investment in their development. UGI Utilities has engaged in high-potential assessment and coaching with The Leader’s Edge/Leaders By Design since 2013.

“We had a great experience working with The Leader’s Edge/Leaders By Design. While other talent assessments are unclear with too much technical jargon, they looked at the individuals as people, not just the subjects of an assessment. Through the process, we were able to recognize development areas, not as stigmas, but as areas we can focus on to help the participants improve.”

- Karen Heisler, Vice President, HR and Administration, UGI Utilities.