

# SKYSCANNER FLYING HIGH WITH GLOBAL MANAGERIAL TRAINING PROGRAMME



## SOLUTION HIGHLIGHTS AND ACHIEVEMENTS

- A global hybrid training programme to support and develop senior managers
- Local discovery sessions carried out to deliver culturally aligned training worldwide
- Interactive workshops, complemented by accountability pods, enable managers to share real-world experiences while reinforcing learning.
- Enhanced collaboration, better decision making and better employee engagement
- 360-degree feedback helps guide personal development and monitor progress



## ABOUT SKYSCANNER

Skyscanner is a leading global travel search engine that allows users to compare prices for flights, hotels, and car rentals, helping travellers secure the best deals. Founded in 2003, the company has grown to employ over 1,400 people and attracts more than 100 million users across its website and app. With a network of over 1200 partners globally and 80 billion prices searched daily, Skyscanner has offices in Europe, North America and APAC and operates in over 30 languages and across multiple countries.

## THE CHALLENGE

Skyscanner is experiencing rapid growth, making it crucial for employees to align on shared goals, collaborate seamlessly, and communicate consistently to sustain this momentum. To foster a more effective work environment, the company sought to strengthen employee engagement and enhance relationships between managers and their teams.

Recognising the need for stronger management capabilities and greater consistency across all levels and disciplines, Skyscanner had previously introduced internal training programmes and defined three key pillars of managerial behaviour. However, these initiatives were no longer sufficient. Following an in-depth internal analysis to identify the qualities

of an effective manager, Skyscanner saw an opportunity to leverage its experienced leaders to model best practices and equip their teams with essential skills. This led to the creation of Manager Expectations and High-Flying Managers, initiatives designed to embed consistent, high-impact, leadership behaviours throughout the organisation, starting from the top.

Jen Lynch, Head of Learning and Development, Skyscanner, explains,

**“ We’re fortunate at Skyscanner to have a shared understanding of the importance of strong management presence and skillset. Our goal is to enhance our managers’ capabilities across the board, with a focus on setting clear expectations and fostering growth opportunities for individuals within the business. ”**

## SOLUTION

After a thorough selection process, Skyscanner partnered with Tack TMI to develop a High Flying Manager hybrid training programme. The initial focus was on empowering its most experienced managers to cultivate a strong sense of commitment and accountability as best practices, while also strengthening team relationships.

The project began with a discovery aimed at helping Tack TMI gain a deep understanding of Skyscanner’s management culture and determine the most effective approach to deliver training to its managers. This involved hosting multiple focus groups, engaging key stakeholders including the Chief People Officer and leadership sponsors, and consulting high performing

managers to assess their learning needs and ensure alignment with Skyscanner’s objectives.

The design of the programme was a highly collaborative process, with the core learning structured around three workshops, each focusing on one of the key manager expectations. The programme consists of four days of training, delivered in cohorts of 20 participants. This includes a one-day virtual workshop spread over two half-days, two days of in-person workshops focused on communication and relationship-building, and a final virtual workshop, also split into two half-days, encouraging managers to think holistically about their teams.



Each workshop is supported by accountability pods of four to six participants, where action learning and group coaching take place. This structure allows individuals to reinforce their learning, support one another, and refine their coaching skills in a safe and collaborative environment. Jen adds,

**“ During the workshops, the focus was primarily on managers sharing and discussing their own experiences. The mini accountability pods provided a platform for them to bring current management challenges, making the learning directly relevant to the real-time needs and dynamics of the business. ”**



## Operating a global programme that fits culturally

Tack TMI’s global reach enables Skyscanner to seamlessly roll out the training programme across its international offices, ensuring it is tailored to each region’s unique needs. Prior to launching the training in China, Tack TMI conducted a comprehensive 4-day discovery session to ensure the programme was culturally aligned and addressed the specific challenges of that site. While Skyscanner’s organisational culture is already strong, adapting the programme and delivering it in Mandarin ensures the training maintains its highest quality and relevance for the local audience.

**“ This was a crucial deciding factor for us, given Tack TMI’s ability to deliver a global programme,” says Jen. “Our strong organisational culture is influenced by local culture, and we wanted to ensure that the learning was relevant for those in China as well as those in Europe. Now we can be confident that we’re providing the same high-quality training across all sites. It is also much easier to learn when the training is delivered in your native language. ”**

Tack TMI has successfully piloted its programme, training 120 directors and senior managers across Edinburgh, Glasgow, London, and Shenzhen, China, with Barcelona and Singapore next in line. This demonstrates their commitment to delivering a truly global programme.

### Getting a 360 view of progress

Managing and monitoring expectations in a training programme can be challenging, particularly when aiming to keep participants fully engaged and ensure the programme meets its goals. To address this, the programme begins with a one-hour orientation session, followed by a comprehensive questionnaire featuring 30 questions assessing managerial competencies and expectations.

This customised 360-degree feedback report provides valuable insights from the outset, establishing a baseline to track progress throughout the programme and ensuring each individual's development stays on the right trajectory.

Additionally, individuals have the opportunity to share and discuss their report during the first accountability pod, creating a supportive space to discuss results and explore ways to address any areas of development.

## WORKING WITH TACK TMI

“ Tack TMI has been highly responsive to our needs, and we've built a strong, flexible partnership based on openness and trust. We always feel heard, and they challenge us in the right ways to ensure we achieve the best outcomes. Our managers and participants value their approach, feeling truly listened to and supported. Despite the complexity of the programme, the collaboration has been seamless and successful, which speaks volumes about their expertise and ability to manage such a large-scale, global initiatives. ”

Jen Lynch, Head of Learning and Development, Skyscanner



## BENEFITS

### More Honest Conversations

Discussions have become more thoughtful and purposeful, with teams now using structured evidence to challenge ideas and foster deeper conversations. By addressing difficult topics head-on, rather than avoiding them, teams have enhanced their communication and decision-making processes. This culture of constructive challenge has not only led to more effective decision-making but has also contributed to individual personal development.

### Building Manager Confidence

Many managers initially had limited formal management training and relied on hands-on experience to navigate their roles. However, the workshop discussions have helped them gain the confidence to trust their decision-making process. They now feel empowered to confront tough decisions head-on, knowing they are making the right choices. Additionally, recognising that their challenges are shared by their peers has fostered a sense of support, strengthening both their confidence and leadership skills.

### Consistent Messaging

A unified language is emerging across management teams, with the frameworks introduced in the training programme now being widely applied. For instance, the performance management calibration framework is reshaping how managers approach employee support, guiding them to ask the right questions. This shift is also cultivating a more proactive approach to giving constructive feedback and ensuring managers feel empowered to seek advice when needed.

### Increased Accountability

The accountability pods serve as a group coaching platform, providing a safe space where participants can openly discuss their challenges and share insights from the training programme. These sessions facilitate discussions on real business issues, such as advancing career development, enhancing employee engagement, and promoting accountability.

### Coaching Making a Difference

Coaching is becoming an essential skill for managers, helping them handle challenging conversations with confidence. It fosters feedback, encourages employees to take on more responsibility, and allows managers to delegate efficiently. Employee engagement remains strong, particularly where managers provide actionable feedback and actively discuss career development with their teams.

