

# Business Chemistry at Scale: Client-Led Program

Since 2013, Deloitte has delivered thousands of **Business Chemistry** sessions to hundreds of thousands of professionals around the world. Highly interactive, personalized, and data-driven, Business Chemistry reveals distinct patterns of work behavior, provides strategies for individuals and teams to more purposefully and effectively engage others, increase performance, and create exceptional organizations.

Facilitated by your team, for your organization, on your schedule



*Perhaps you've experienced a Business Chemistry session yourself. Or, maybe you're looking for a novel way to help get business results by improving the "art" of relationships and teaming within your organization—backed by science, technology, and a time-tested system.*

Now, you can share the magic of Business Chemistry company-wide. The Business Chemistry at Scale: Client-Led Program enables you to up-skill select members of your team into certified Business Chemistry facilitators and provides you with technology, resources, and structure to plan, deliver, and launch Business Chemistry at your pace. Deloitte is there to help, providing you with training, facilitation coaching, and ad hoc operational support.

## DETAILS

- You decide your **program duration**—typically 1-2 years to start
- Your team is **trained and certified** to facilitate Business Chemistry by Deloitte professionals
- You gain access to your organization's **Business Chemistry assessments** and an **administrative platform** to enable your Business Chemistry roll out

## POTENTIAL BENEFITS

- **Flexibility:** Deploy programming company-wide to business units, teams, or groups of employees
- **Scalability:** In-house management allows you to fit the size and culture of your organization
- **Adaptability:** Enable your teams to optimize effectiveness, strengthen connections, unlock motivation, embrace diversity, and more

How it works: Three key phases



### PROGRAM INITIATION AND ACTIVATION

- Deloitte provides access to online Business Chemistry assessments, resources, and reports
- Deloitte supports onboarding of your program manager
- Deloitte advises you on your program delivery model, its launch and making it a success



### FACILITATOR TRAINING AND CERTIFICATION

- Deloitte conducts a virtual or in person train-the-trainer event with your identified facilitators
- Deloitte supports the certification process with co-facilitations, observations and 1:1 coaching
- Deloitte continues to support your facilitator community of practice with advice and leading practices



### PROGRAM LAUNCH AND SCALING

- Deloitte delivers Business Chemistry sessions for your executive leadership (*optional*)
- Deloitte supports you with program launch event and communications (*optional*)
- Deloitte supports ad hoc as you lead and manage all aspects of your Business Chemistry program

# Scale Business Chemistry across your organization



Focused on **INTERACTION**,  
not **INTROSPECTION**



Personalized **INDIVIDUAL** and  
**TEAM INSIGHTS**



Rooted in **SCIENCE**,  
designed for **BUSINESS**



**RESEARCH** designed to help  
fuel **SUCCESS**

Organizations around the world leverage Business Chemistry at scale to connect global teams and drive differentiated value with customers



## INTERNET SERVICES COMPANY CONNECTS GLOBAL TEAMS

- **Opportunity:** A large multinational company, specializing in data centers, needed to enhance their ability to understand and improve team dynamics within their global workforce. They sought a way to overcome physical, social, and cultural barriers that improved connections and guided working interactions
- **Solution:** Deloitte supported the company in its mission to establish the Business Chemistry at Scale: Client-Led Program, certifying a cohort of 21 employees, globally
- **Impact:** The internet service provider launched the Client-Led Program in early 2021. Since then, the company has delivered 250+ sessions and assessed and trained 3000+ employees globally. Leaders and teams are actively using the system and tools to improve their interactions and culture both within and across teams, and the company expects to see corresponding, positive results in their annual employee engagement surveys in the future



## INTEGRATED HEALTHCARE COMPANY DEVELOPS IT LEADERS

- **Opportunity:** The IT organization of a large integrated healthcare company wanted to supplement its existing people and leadership development programs with a tool and system to enhance collaboration, inclusion, and partnering within and beyond a 3,000-person IT division
- **Solution:** Deloitte worked with the IT division to establish the Business Chemistry at Scale: Client-Led Program, training and certifying 8 facilitators
- **Impact:** Deloitte successfully equipped this IT division with the tools and resources to deliver Business Chemistry. Since 2019, the healthcare company has assessed and trained 3,000+ people, and Business Chemistry has become a foundational element of the broader IT organization's leadership development program, which is focused on building influential and innovative IT leaders that drive results as strategic business partners

We're here to help you get started

### Casey Caram

Principal  
Deloitte Consulting LLP  
[ccaram@deloitte.com](mailto:ccaram@deloitte.com)

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