

case study

# Deutsche Bank International Graduate Development



## background

For the past five years, Impact has been working in partnership with Deutsche Bank to design, manage and facilitate community action events for Deutsche Bank's international graduate intake, ranging from 500-700 people, on both sides of the Atlantic. The purpose of the programme is to bring the graduates together during their induction to develop networks and team working skills in the context of a customer service project that offers lasting benefit to a local community. Participants work in groups of 50 from over 20 nationalities to tackle a range of projects in London and New York.



IMPACT



## community action in new york

The programme is designed to achieve results against client requirements whilst understanding the concepts of effective teamwork, across regional and cultural boundaries, and developing effective problem solving and interpersonal skills. Participants explore how key behavioural concepts relate within Deutsche Bank and the wider community and identify actions that will have a greater impact in their work and life. In addition to the objectives Impact reviews the event against the organisations values: performance, innovation, customer focus, teamwork and trust.

*'Deutsche Bank has enjoyed a long and extremely successful collaboration with Impact. The Impact team has consistently led DB to a range of community projects that have captured the essence of our commitment to the community. Impact are highly driven to deliver an excellent product both to the bank and our community partners. These projects are an integral part of the global orientation program of graduates at Deutsche and have fast become one of its highlights, thanks to Impact. We look forward to a continued partnership with Impact.'*

### Jacqueline Murray,

Director US Head, Graduate Training,  
Deutsche Bank Inc.

*'THANK YOU to you and your team that worked with us again this year. You run a great operation and we are proud to be associated with you. You are not only doing a very valuable service for the people who contract with you, but for the world in general. No bit of kindness is ever lost. Once again, IMPACT has restored some of my faith in humans.'*

### Jill Warner,

Assistant Executive Director,  
Jawonio (Community Partner)

## community action in london

Projects run simultaneously and have included the refurbishment of a youth club, construction of adventure playgrounds, development of wheelchair accessible ropes courses and sensory gardens in a school for the disabled and renovation of a public swimming pool.

The projects are designed to provide a live business context, requiring project management, effective allocation of resources, time and priority management, relationship development, customer service and real problem solving.

Amazing results have been achieved for participants and communities alike. For many it is a moving experience to work alongside disabled people, street-kids and local residents. Participants host opening ceremonies at each site, attended by media, end users and local dignitaries and residents to celebrate the achievement. All parties recognise the power and value of the event and see this is a fantastic platform to build on for the future.

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