

People At Their Best – Case Studies 2014 – Summary

Industry/Business	Challenge / Need	Services / Help Provided	Outcomes / Benefits
1. National Health Insurer	<ul style="list-style-type: none"> ✗ Lacked leadership capability at all levels across the business ✗ Strategic thinking, communication and influencing skills identified as particular gaps ✗ Emerging young leaders lacked managerial skills ✗ Accountability was low ✗ Needed help aligning to CEO vision and goals 	<ul style="list-style-type: none"> • 360 degree feedback survey across business • Psychometrics incl. HBDI and OPQ • Leadership workshops conducted including facilitated learning, scenario testing, simulations & role-plays • One-on-one coaching • Strategic thinking, innovation & creativity sessions 	<ul style="list-style-type: none"> ✓ ROI of +600% ✓ Improved performance metrics ✓ Greater confidence and willingness to tackle difficult conversations ✓ More effective management of performance issues ✓ Implementation of new ideas which immediately improved the business ✓ More creative culture & implementation of 'Innovation & Improvement Matrix'
2. Trading & Logistics Business	<ul style="list-style-type: none"> ✗ Deficient internal communication ✗ CEO keen to improve own performance and that of leadership team ✗ Needed to better understand customers ✗ Value propositions not clear 	<ul style="list-style-type: none"> • HBDI Whole Brain workshops • Executive coaching • Roles better defined and communicated • Customer survey 	<ul style="list-style-type: none"> ✓ Improved internal communication ✓ Role responsibilities understood ✓ Decrease in anxiety & stress & willingness to have difficult conversations ✓ Improved team dynamics ✓ Greater understanding of customers' needs
3. Manufacturing / Engineering Business	<ul style="list-style-type: none"> ✗ Declining market share ✗ Company strategy failing ✗ High staff turnover ✗ Low engagement and morale ✗ Poorly understood roles and responsibilities 	<ul style="list-style-type: none"> • Workshops to define value proposition and conduct strategic planning • Role definitions defined • One-on-one coaching • Organisational change • Facilitation of Board meetings 	<ul style="list-style-type: none"> ✓ New company strategy ✓ Goals and KPIs agreed ✓ Greater role clarity ✓ More accurate selection of new staff ✓ Sustainability of business increased ✓ Improved communication
4. Member Services Association	<ul style="list-style-type: none"> ✗ Poor alignment to new CEO vision/strategy ✗ Low emotional intelligence and leadership capability amongst senior managers ✗ Low accountability 	<ul style="list-style-type: none"> • Emotional Intelligence training • Talent campus for senior managers to assess current capability and build skills • Facilitation of operational planning 	<ul style="list-style-type: none"> ✓ Improved strategic alignment and commitment to CEO's vision ✓ Increased leadership capability ✓ Organisational restructure

For more information contact:

<p>5. Mid-tier Professional Services Firm</p>	<ul style="list-style-type: none"> ✗ Needed more robust strategic planning methodology ✗ Wanted to build leadership capability at all levels ✗ Required a performance review process for Partners ✗ Needed a robust internal assessment & promotion process to ensure the right candidates promoted ✗ Needed to better differentiate service offerings from competitors ✗ Lacked skills to communicate value proposition to market 	<ul style="list-style-type: none"> ● Value proposition workshops conducted ● Strategic planning facilitated ● Leadership workshops focusing on coaching & business development ● 360 degree surveys conducted for senior staff ● Psychometric tools used ● Executive coaching ● Partner Performance Program implemented ● Internal assessment & promotion process implemented ● Communication and BD training for all Partners and managers 	<ul style="list-style-type: none"> ✓ Vision and purpose defined and communicated ✓ Organisational strategies agreed including performance metrics ✓ Improvement in Partners' performance ✓ Significant new business wins ✓ Use of value propositions in BD ✓ Improved resilience and agility ✓ Improved ability to coach and mentor staff
<p>6. Big 4 Professional Services Firm</p>	<ul style="list-style-type: none"> ✗ Wanted to prepare senior staff for promotion to partner by assessing and improving their skills in sales, consulting and communication ✗ Needed an understood competency framework ✗ Needed to build 'executive- presence' of key staff ✗ 'Silos' & lack of cross division collaboration 	<ul style="list-style-type: none"> ● Assessment Centres conducted incl. role-plays and simulations ● Full development program initiated ● Executive coaching ● Emotional intelligence training ● Women in leadership program conducted ● Collaboration program to break down silos 	<ul style="list-style-type: none"> ✓ Participants fast-tracked to Partner ✓ Above average performance of participants upon promotion ✓ Improved communication and consulting skills ✓ Greater ability to cross-sell ✓ Greater confidence of participants in the Women in Leadership program
<p>7. Local Council</p>	<ul style="list-style-type: none"> ✗ Wanted to improve executive team collaboration ✗ Staff engagement issues ✗ Wanted to improve leadership capability ✗ Low emotional intelligence 	<ul style="list-style-type: none"> ● Talent Campus with role-plays, simulations & emotional intelligence training ● Leadership workshops ● One-on-one coaching ● Comprehensive development reports provided 	<ul style="list-style-type: none"> ✓ Improved leadership capability ✓ Improved staff morale and engagement ✓ Better collaboration ✓ Developmental road map instituted

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