

## Case Studies - Summary - 2017

Industry/Business	Challenge / Need	Services / Help Provided	Outcomes / Benefits
1. National Insurer, Bank & Superannuation Company	<ul style="list-style-type: none"> <li>✗ Build leadership capability in the operation analytics division</li> <li>✗ Build high performing team within the division</li> <li>✗ Recalibrate culture following restructure</li> <li>✗ Change Way of Working from 'order taker' to 'trusted advisor'</li> <li>✗ Build resilience to change</li> <li>✗ Build empathy for customer needs</li> <li>✗ Better demonstrate value propositions</li> </ul>	<ul style="list-style-type: none"> <li>• 12-month program consisting of 6 x 2-day workshops utilising the techniques such as simulations, group activities, self-reflection sessions, filmed presentations, humble enquiry and facilitated discussions</li> <li>• One-on-one coaching</li> <li>• Strategic planning</li> <li>• Defining culture diagnostic and group workshop to develop culture roadmap</li> <li>• Dealing with change workshops</li> </ul>	<ul style="list-style-type: none"> <li>✓ <i>"We have better advocacy with our stakeholders"</i></li> <li>✓ <i>We are more resilient, we are more open, we are more accepting and we are ready for future changes</i></li> <li>✓ <i>We have a different relationship with change - we look for the opportunities and know that change is no longer an excuse for non-performance</i></li> <li>✓ <i>We are building better relationships with end-users and collaborating better</i></li> <li>✓ <i>We have greater clarity around our messages</i></li> <li>✓ <i>Our language has changed – we talk about outcomes and problems and alignment</i></li> <li>✓ <i>We have an outward mindset</i></li> <li>✓ <i>We get things done and line up as a team</i></li> <li>✓ <i>We have made strides in our ability to execute and get it done successfully</i></li> <li>✓ <i>We've built a close-knit unified team</i></li> <li>✓ <i>We have integrated disparate teams and formed a fully functioning team"</i></li> </ul>

For more information contact:

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<p>2. Agricultural Manufacturing, Service &amp; Retail Business</p>	<ul style="list-style-type: none"> <li>✗ Declining market share</li> <li>✗ Low profitability</li> <li>✗ Low process efficiencies</li> <li>✗ Internal communication not effective</li> <li>✗ MD keen to improve own performance</li> <li>✗ Low leadership skills of Management Team</li> <li>✗ Engagement and morale challenges</li> <li>✗ Declining market reputation</li> <li>✗ Perceived poor service standards</li> </ul>	<ul style="list-style-type: none"> <li>• Organisational purpose redefined</li> <li>• Leadership roles and expectations defined</li> <li>• HBDI Whole Brain Workshop facilitated</li> <li>• 4 x Leadership Workshops undertaken</li> <li>• One-on-one coaching</li> <li>• Organisational change executed, especially around reporting lines</li> <li>• 360-degree review of MD</li> <li>• Customer Service Levels clearly defined and 4-point checklist introduced</li> <li>• Communication framework built and introduced</li> </ul>	<ul style="list-style-type: none"> <li>✓ Improved financial metrics</li> <li>✓ Service levels improved</li> <li>✓ Improved internal communication</li> <li>✓ Changed organisational structure</li> <li>✓ Increase in leadership capability</li> <li>✓ Better awareness of own behaviour and performance</li> <li>✓ Leaderships benchmarks established</li> <li>✓ Role responsibilities better understood</li> <li>✓ Improved team dynamics and morale</li> </ul>
<p>3. Sports &amp; Entertainment Club</p>	<ul style="list-style-type: none"> <li>✗ Poor alignment to organisational vision and strategy</li> <li>✗ Required robust strategic planning methodology</li> <li>✗ Organisational culture was not well defined and needed to be reset</li> <li>✗ Alignment between Executive and Board needed to be enhanced</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic planning facilitated</li> <li>• Board survey conducted</li> <li>• Organisational purpose, vision and mission redefined</li> <li>• Strategic plan developed</li> <li>• Value propositions defined</li> <li>• Internal communication plan developed</li> <li>• Cultural behaviours defined</li> </ul>	<ul style="list-style-type: none"> <li>✓ Improved strategic alignment and commitment, especially between Executive and Board</li> <li>✓ Purpose, Vision and Mission defined and communicated</li> <li>✓ Strategic plan and organisational strategies, with performance metrics, embraced and executed</li> <li>✓ Value propositions communicated and promoted</li> <li>✓ Cultural enhancement program instituted with cultural ambassadors advocating desired behaviours</li> </ul>

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