

Case Study

Leadership Program in growing software company



Left Field Co. &
Console

Console:

A fast-growing organisation looking for leadership training with tangible outcomes

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The leadership training program gave me the tools to enable me to be a better leader.

I am feeling a refreshed focus on how to do things and already after a few months I can see a better culture within my team.

”

Project Overview

This fast-paced technology company needed to equip their leaders with foundational leadership skills for the 21st century workplace.

It was at a time where the company was growing and the change & agility they were going through required a leadership program to meet their needs in real-time. Left Field delivered a company-wide program of workshops tailored to Console's needs.

The Brief

Console (Formerly OnTheHouse) are an Australian based technology company founded in 1992. Console creates property management and trust accounting software for real estate agencies in Australia and New Zealand.

In a significant growth phase of the organisation (during the early stages of development of Australia's first cloud-based property management software), Console identified the requirement for capability uplift in their leaders.

Left Field Co. were already partnered with Console to deliver regular training workshops to a few individual staff members however, the executive identified they wanted to roll training out organisation wide.

By working closely with the Executive to understand organisational needs, a series of workshops was designed as a Leadership Program. This Program was mapped out to run over a year long period and tailored specifically to fit in with organisational demands and timeframes. The program was structured to cover off three key areas of foundational leadership skills - Self, Conversations and Performance.

In the first year of the program, each of the areas identified above had two workshops to focus on each:

- Self (emotional intelligence and mindful leadership)
- Conversations (influencing & building positive relationships) and
- Performance (creating performance).



What we did

Left Field Co. were engaged to provide the training/ workshop component of the Console Leadership Program for 2015. Based on the success of this program, Left Field Co. were re-engaged to deliver training programs again throughout 2016 and 2017. During this time, Left Field Co. also built a Google Site and ran multi-faceted email campaigns to compliment the Leadership Program.

The purpose of these workshops was to provide leadership training delivered in an experiential manner to achieve real learnings and behavioural changes in the way leadership was done at Console. The company was undergoing rapid growth, acquiring new businesses and experiencing transformational changes... As such, the leadership team were required to draw on the training to create the culture and environment for success, productivity and performance.

The workshops were delivered approximately every three months and included the following topics (not in order of delivery):

- Developing & Reviewing Performance Objectives and Reviews
- Focus and Energy Management (Time Management is dead!)
- Effective Decision Making
- Innovation & Creativity
- Influencing & Negotiating skills
- Setting a Leadership Development Plan
- Leading with Emotional Intelligence
- Managing Stress and Resilience in the Workplace
- Creating Positive & Successful Relationships
- Cultivating Performance
- The 3 Hardest Conversations a Leader Will Face
- Change Resilience

“

The workshops and workbooks are very helpful takeaways. It gave me the tools and therefore the confidence to have difficult conversations with my team. It motivated me to touch base with my team more often.

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This leadership program ran for three consecutive years and had over 100 leaders through the courses. The program was well received by leaders and executives alike. Confidence and competence were measured to see direct changes in the workplace after participants had completed the program.



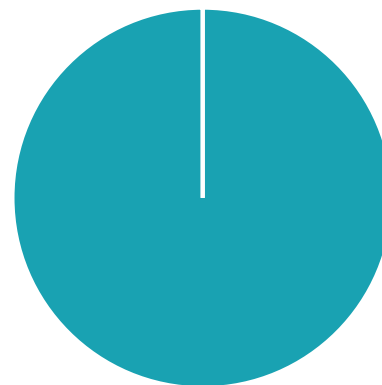
The Results

Across the three Leadership Programs spanning three years, the milestones included:

- Over 30 workshops were conducted
- Approximately 110 staff through the program
- Over 15 workshop topics
- Digitally integrated learning (Google site and email campaign) to compliment the program

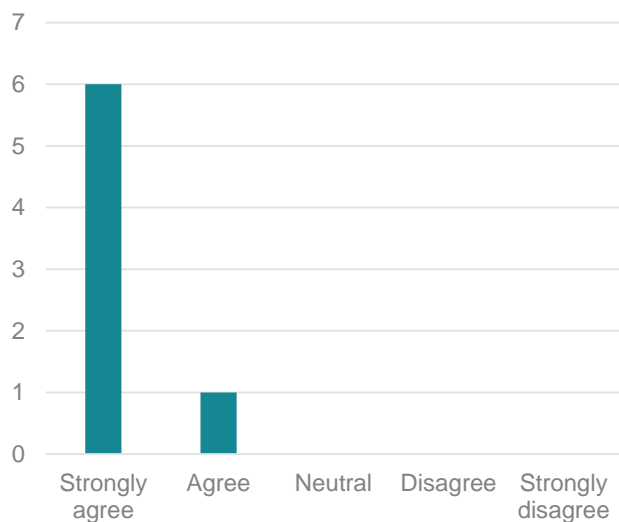
Through feedback from the various managers of staff that attended the workshops, it was noted that positive behavioural change was identified in these individuals. It was reinforced again by an evaluation process of pre and post surveys of participants.

Do you feel like you walked away from each workshop with practical tools & strategies to implement back in your workplace?



■ Yes ■ No

Did you enjoy the Left Field Co. workshops?



The ongoing professional development commitment shown to staff by Console during a company restructure, has proven to improve retention rates and boost employee morale in turbulent times.

Further, the re-engagement of Left Field Co. services across the span of 3 years demonstrates the preferred trust adviser relationship built with the client and its leaders.