

Worklife Develops Management 'Soft Skills'

Medical Services



Sydney, AUSTRALIA

Worklife's Client

With head offices in Europe, this multinational organisation specialises in the development, production and worldwide distribution of technologically advanced wireless hearing systems.

Employing over 3,400 people worldwide, the organisation believes that only when employees commit themselves fully to the purpose of their work, can they achieve their true potential. The culture is based around the value that team members contribute and the mutual acknowledgement that an organisation's corporate values must be consistent with one's personal beliefs to foster motivation and identity within the organisation.

Worklife's Development Opportunity

In order to develop their new and emerging leaders, the client engaged Worklife to present and coordinate a program to address issues of workplace satisfaction. Focusing on continuous learning as an avenue of personal growth and improvement of current work roles, the program targeted current and future leaders.

The challenge was to conceptualise and implement a program that would harness the qualities the client sought in their leaders, to improve these qualities in existing leaders, as well as recognise the same qualities in future leaders.

Worklife's Proposed Solution

Worklife proposed a flexibly delivered program for managers addressing the need to minimise participant's time out of the workplace as well as the impact on the business.

This program was rolled-out to a group of 16 managers/supervisors comprising approximately 80% of all managers/supervisors in the organisation.

Worklife recommended a seven module program presented over eight months, including:

- A range of management 'soft skills', including:
 1. Communication;
 2. Leadership Foundations;
 3. Coaching Your Team at Work;
 4. Conflict Resolution;
 5. Effective Management;
 6. Action Plan Development; and
 7. Managing Your Time Productively.
- Face-to-face presentation;
- Monthly eNewsletter to participants;
- Email and phone 'help desk' support;
- Refresher day for missed sessions; and
- Workplace assessment tasks.

Achieved Outcomes

Nearing completion, some very positive feedback was received from participants. Initial outcomes include:

- Improved management skills;
- Increased self awareness;
- Productivity improvements;
- Greater sense of teamwork amongst managers; and
- Increased levels of manager-led coaching.

Worklife also proposed and implemented a company-wide climate and culture survey designed in accordance with specific business outcomes, the work environment and the organisation's unique set of values.

The survey was conducted as a 'value-add' component to the project to assist the client in addressing significant issues arising from organisational change.

For more information, contact:

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