

A Project PACT was involved in

Leadership development

Purpose

To improve leadership performance which will lead to increased staff engagement and reduce staff turnover.



Outline

PACT carried out analysis with Gough Group managers and clarified and agreed the desired leadership performance at senior and middle manager levels. The key skills needed to impact on leadership performance were the communication/people skills and forward planning/direction setting.

The company elected to implement leadership training starting at the top with the senior managers. An on-line leadership survey specifically designed for Gough Group provided each manager with a measure of their direct reports' assessment of their leadership. This survey was done prior to training and again after.

The training consists of three 2-day workshops with around 6-8 weeks between each workshop. Skill application assignments were implemented between workshops. The training is skills based and covers:-

- Presentation of strategic direction and cascading plans to the frontline
- Communication skills (questioning, listening, giving information effectively)
- GROW coaching skills
- Giving FAIR feedback
- Performance discussions (agreeing performance, reviewing performance)
- Leading personal development
- Analysing performance problems
- Succession planning.



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