



BIC SERVICES CASE STUDY

A strong R.O.I and long list of results for the managers and supervisors who embraced change

Boral required a professional national management and leadership development programme to be delivered across multiple locations throughout Australia in order to develop effective frontline leaders.

THE SITUATION

In 2015 B.I.C Services enrolled three of their people in The Performance Edge open course in Sydney. LMA regularly runs development courses in an "open" environment where participants from a number of different organisations participate and work towards the achievement of their own business and personal development goals.



Operating for over 25 years, B.I.C Services has proven to be the wise choice when it comes to looking after your premises and the well-being of your staff members.

Their services range well beyond cleaning to waste and recycling, hygiene and maintenance services right through to integrated services such as energy consumption, site inductions, tenancy liaison and environmental compliance.

DELIVERING EMPOWERED PEOPLE, WITH BETTER RESULTS.

Impressed with the results achieved by the participants, B.I.C Services enlisted LMA to deliver the Leading and Managing for Results course in-house to provide their managers and supervisors with solid foundations to build organisational growth through improved personal performance and productivity.

The first in-house course commenced in 2015 for a group of ten managers and supervisors with varying levels of leadership experience and they returned an exceptional \$370,521 Return On Investment based on the time and efficiency gains forecasted for the first 12 months.

According to the course Facilitator, Lars Weber, the participants were extremely receptive to the learning process, "Discussions were open and frank and there was a high level of trust among participants. Everyone was very willing to share the progress they made with their Win/Win Agreement Goal's and other successes they have had in-between workshops, Lars said.

"They clearly embraced the concept of needing to do things differently in order to achieve different results, and after every workshop each participant walked out of the room with a list of ideas for specific actions they could take to achieve better results."

“This course was very good and useful. It has helped me achieve many goals and manage my team professionally. I now have better team performance, have maximised my productivity, minimised clients complaints and we are delivering better service all the time.”

Ali Al Alaween, Site Manager

“This course was a good refresher, I think that we need training from time to time and should have the opportunity to learn every day. Dreaming is not enough if you don’t focus on it, have a goal every day and realise that it can be achieved.”

Christian Zurbuchen, Area Manager

To discuss how we can help you achieve exceptional results in your organisation, contact us on (Aust) 1800 333 270 or (NZ) 0800 333 270 or visit www.lma.biz

Leadership Management Australia Pty Ltd /
Leadership Management Australasia (NZ) Ltd

1400 Malvern Road, Glen Iris VIC 3146
Tel (Aust) +61 3 9822 1301 or 1800 333 270,
(NZ) 0800 333 270
Email info@lma.biz Web www.lma.biz

Leadership Management Australia uses authorised Licensees to promote our training services nationally. All training and assessment is conducted by Leadership Management Australia Pty Ltd (RTO #3908) / Leadership Management Australasia (NZ) Ltd (PTE #7722)

“This course helped me a lot in improving in my work and in my personal life. I learnt how to delegate work load to my team members so that I am able to focus on my High Payoff Activities. My attitude towards preventing problems has changed. I deal with the root of the cause rather than the symptoms. I get less stressed, am willing to delegate more tasks to team members and set focus goals for myself and my team.”

MD TAREK MAHMUD, SITE MANAGER

“This was a very good course. This course has taught me to listen carefully, try not to be angry so often and share my views. This has led me to entrust my team with additional responsibilities and use all the tools the course provided to ensure a positive, happy team.”

MD MOYNUL REZA, SITE MANAGER

“This course was very good with engaging and constructive materials provided. This course has helped me to listen and understand my team, create a habit of setting goals and achieving them, and being able to effectively manage my time and delegate tasks. With the changes, I have created a closer relationship with my team members with more trust and empowerment.”

SANJEEV KARKI, SITE MANAGER

“This was a great course, I have learnt to be more positive in my business and personal life. This course has also taught me and my team to be more responsible and more constructive to solve problems and issues and not laying blame on each other. With this, we have received less complaints and we can put more attention on other things.”

MD IQBAL SOBHAN, SITE MANAGER

“This course has provided fantastic tools to create vision, goals and achievement. After completing this course, I have increased productivity through training and development and better time management and delegation of tasks to others. I have set priorities, focused and regrouped ideas.”

GLORIA BRICENO, SITE MANAGER

“This course has helped me be better at organisation at work and in my personal life. I have developed more respect and trust with my team members and customers. With my team, I am able to arrange more training, giving more instructions with follow up feedback and separating organisational and personal problems.”

SUZI ELENCEVSKI-TASEVSKA, SITE MANAGER