

Leadership  
& Performance  
Development

LMA



# CITIPOWER POWERCOR CASE STUDY

## THE ISSUE

CitiPower and Powercor Australia required a professional leadership development program to develop frontline team leaders to effectively manage their operational area and lead their teams.

## THE SOLUTION

LMA delivered its accredited Challenge of Leadership program to potential and existing managers and supervisors.

## THE RESULT

A solid ROI was achieved based on a combination of personal and team productivity improvements and workplace projects.



## LMA provides the perfect solution for developing highly effective leadership skills

**CitiPower and Powercor are electricity distributors. Their core business is to manage the poles, wires and equipment that deliver electricity to homes and businesses in Melbourne and through central and western Victoria.**

CitiPower supplies electricity to more than 310,000 distribution customers in Melbourne's CBD and inner suburbs.

Powercor Australia is Victoria's largest electricity distributor, which supplies electricity to regional and rural centres in Western Victoria. Powercor services approximately 700,000 distribution customers.

Jeanette Danos, Manager Organisational Capability, recognised the need for CitiPower and Powercor Australia to identify and develop emerging potential management and ensure that current managers are efficient and effective in their role.

### LMA'S CHALLENGE OF LEADERSHIP PROGRAM:

LMA's Challenge of Leadership (COL) program provided the perfect solution by developing the highly effective leadership abilities required for continuous improvement, project management, change management, innovation and building high performance teams.

### LMA HELPS BUILD BETTER LEADERS:

Jeanette says **"The training allowed us to transition our managers and supervisors to the next skill level of managing and leading others."**

**“The outcomes from the Challenge of Leadership program have been very pleasing, from the measurable outcomes to the results of their workplace projects.”**

*Jeannette Danos, Manager Organisational Capability, CitiPower and Powercor Australia*

**“LMA provides a very effective delivery structure and some very practical tools to manage the work environment.**

**The courses are helping to develop a high performance culture.”**

*Jeannette Danos, Manager Organisational Capability, CitiPower and Powercor Australia*

**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](http://www.lma.biz)**

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Since 2011, three groups have undertaken COL programs in-house totalling 45 participants. “Participants at all levels gained value and good results – from those with a trade background to graduates”, adds Jeanette.

#### **LMA – THE PERFECT PARTNER:**

In selecting a service provider for its training needs, CitiPower and Powercor Australia placed great emphasis on the quality of the delivery, the reliability of the provider and the business outcomes.

The LMA Results Guarantee gave Jeanette the assurance that LMA can deliver:

- Permanent behavioural change of participants
- Measurable results against predetermined goals and objectives
- Identifiable return on investment (ROI) per participant

#### **AN IMPRESSIVE ROI:**

The ROI per participant has been significant and is a combination of personal and team productivity improvements and workplace projects.

“LMA provides a very effective delivery structure and some practical tools to manage the work environment. The programs are helping to develop a high performance culture at the company”.

#### **WHY DID LMA’S APPROACH WORK FOR CITIPOWER AND POWERCOR AUSTRALIA:**

- Superior coaching
- Understanding the business needs
- Good cultural fit
- Effective communication through Feedback Online
- Measurable outcomes
- Engaging and committed facilitators