

Leadership
& Performance
Development

LMA



EPWORTH FREEMASONS CASE STUDY

THE ISSUE

Across the many areas of the hospital, Epworth Freemasons' employees were moving into management roles, often without formal management training.

THE SOLUTION

LMA courses provided theoretical management principles and practical applications for Epworth Freemasons' middle management tier.

THE RESULT

LMA has given people strategies for management and they are feeling more confident and competent in their roles.



Epworth

Management training for hospital development

Epworth Freemasons Established as Freemasons Hospital in 1937 by Freemasonry Victoria, Epworth Freemasons Hospital is an integral part of the Epworth Group and is a non-government, not-for-profit, charitable institution providing a range of inpatient and ambulatory care services.

The hospital services include maternity, women's health, surgical services and comprehensive cancer care facilities. Located in East Melbourne, Epworth Freemasons has 265 beds including a day procedure centre and a critical care unit.

SMOOTHING THE TRANSITION FROM SPECIALIST ROLES TO MANAGEMENT:

Jenny Morris, Education Manager at Epworth Freemasons Hospital explains, "Being a hospital we often expect clinicians

to take on managerial positions. The essential dilemma with this is that although they are experienced and skilled clinicians, they have no formal management education.

This is also the case for employees in other areas of the hospital including finance, engineering and catering."

Using LMA, Epworth Freemasons was keen to provide its middle management with a theoretical underpinning of management principles in a program that helped them translate these into their individual working areas. Jenny says,

"And in order to achieve this we've successfully used the LMA Management courses."

"I think the LMA program provided far greater results than we anticipated. There was a real energy and excitement in our people seeing ways they could improve their management skills."

Jenny Morris, Education Manager, Epworth Freemasons Hospital

"We all have better job satisfaction knowing that the job is being done effectively and efficiently."

Participant in LMA's Management Courses, Epworth Freemasons Hospital

LMA FOCUSES ON BEHAVIOURS, HABITS AND ATTITUDES:

Jenny recalls, "What impressed me about LMA was that its program looked at a variety of attitudinal behaviours in management. I believe many programs provide this sort of information but what's more important is how people implement the principles of management in real-life situations and this is where the appropriate behaviours, habits and attitudes of the manager are vital in their role."

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

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PRACTICAL STRATEGIES FOR BETTER WORK

PRACTICES:

When participants were asked for feedback on the LMA program they pointed out results including strengthened hospital and unit relationships, improved morale and increased participation. Especially significant was the importance of aligning the core values and how behaviours can impact morale and customer service. Jenny explains, "Participants recognised the value of meeting together with an LMA Coach in addition to the in-house mentor model. The tasks that they had to do between weekly sessions and the online feedback from LMA were also very useful." As a result of participating in the LMA programs Jenny says, "People look at their practices critically and devise strategies for improved management. They are more confident and feel more competent in their roles."

VALUABLE BUSINESS BENEFITS FROM LMA:

When explaining the benefits to Epworth Freemasons, Jenny reveals, "We've seen that people are now adopting a more consultative approach to leading a team which is getting a good response throughout the hospital."

The benefits of the LMA program that have been of greatest value to participants include:

- Enhanced leadership capabilities
- Better job satisfaction
- Increased confidence
- Ability to delegate
- Decreased overtime
- Effective communication

LMA FOSTERS HOSPITAL UNITY:

"We've also been impressed to see that interaction between staff across the different areas of the hospital has been greatly increased." Jenny continues, "By participating in the LMA program with other people at a similar management level from various areas of the hospital we've fostered a more supportive community. Through knowing and understanding the challenges that each area faces we see that the hospital really works together as a team."