

Fairfax Printers

Fairfax's production team achieves great results thanks to LMA



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The Issue:

To help improve training and performance, Fairfax sought external experts to equip supervisory personnel to get the best from their team in a high pressure environment.

The Solution:

LMA's accredited Effective Supervisory Management course delivers practical tools team leaders put into practice immediately.

The Result:

Improved team management means a smoother operation of the entire production department, and costs have been reduced as team leaders put into practice the new skills they've acquired.

John Fairfax Holdings Limited is one of Australasia's largest publishing groups whose mastheads include The Sydney Morning Herald, the Age, The Australian Financial Review, BRW and The Sun-Herald.

Fairfax also publishes regional and community newspapers, and financial and consumer magazines. To ensure the news hits the stand 364 days a year, without fail, employees at Fairfax's production facility, which occupies a space the size of Sydney Football Stadium, work around the clock under the pressure of deadlines. In this environment planning and communication skills are as critical as industry expertise. To augment its internal training programmes, Fairfax looked to LMA's training to boost management and planning skills. As a result, the entire department is running more smoothly, individuals are realising their full potential and operating cost are being better managed.

Without effective people management skills – the job is twice as hard:

Greg Carson, Production Manager for Fairfax Printers Pty Ltd (Fairfax) explains, "This is a true 24x7 operation with all 270 staff on rotational shifts. Our flat structure means team leaders and coordinators work hands-on with staff. They have the pressures of managing deadlines and managing a team." He adds, "Our aim was to boost people management skills and improve communications within the department by offering a training programme employees would value."

Why LMA's training expertise is right for Fairfax:

Greg says, "The decision to bring in the LMA team and offer those who want to improve themselves the opportunity to do the Effective Supervisory Management course has worked beyond my expectations. LMA quickly gained an understanding of the newspaper business and have a lot of interaction with our people in-house."

He adds, "Several coordinators have signed up for the course purely because they've seen the results among colleagues who've been through it and are now working smarter."

Creating exceptional results through people.

Go to www.lma.biz to view other case studies



Greg Carson, Production Manager, Fairfax Printers Pty Ltd:

“LMA provide an exceptional service in people development. I’d highly recommend the Effective Supervisory Management course to anyone who deals with staff and wants to improve the way they work with people.”

New skills translate to measurable benefits:

Fifteen employees have graduated from LMA’s accredited Effective Supervisory Management course. The outcomes cited by graduates and mentors include:

Skills:

- Untapping latent problem-solving ability
- Instilling confidence
- Giving them the people management skills to progress their career
- Imparting a strategic and financial understanding of the business

Results:

- Increased productivity
- Ongoing cost reductions
- Boost in team morale
- Improved life-work balance
- Increased self-esteem

The team grabbed the opportunity and came up with the perfect solution. Performance and morale have soared. We’ve cut downtime by 20%, which results in real savings.”

Case 2: Delegation skills improve running of department:

Michael Elliot, Press Room Manager, was mentor to team leader Jamie Patterson. He explains, “Jamie is very intelligent and already a good organiser and planner. His LMA training has given him a higher level of interpersonal skills, so he now knows how to capitalise on relationships and delegates in a way that empowers people. The constant positive feedback and individual attention he got from the LMA coach helped him retain his focus and achieve his goals. The course hasn’t just benefited Jamie, his training has helped me and the entire department.”

Why the LMA approach works for Fairfax:

According to Fairfax, the key elements that make LMA training so successful include:

- Tools that have direct practical application
- Individual attention via one on one coaching
- Expert facilitators
- Mentoring means both parties work towards mutually beneficial goals
- A work-life approach, rather than just another training course

Case 1: LMA Tools are catalysts to 20% reduction in machine downtime:

Mark Grima, Coordinator Press Room, had six years of supervisory experience and is responsible for 16 people on any shift in the press department. He claims, “This is the first time I’ve sat an external course and I found it totally enlightening.” He continues, “An important issue for us is minimising page breaks in the printing of the papers. I identified a team with a higher percentage of breaks and, as an eight week project throughout the course, we used the LMA tools to develop a plan of action to improve our performance to help solve the problem.

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**