

## CASE STUDY:

# Sunnyfield

LMA program gives Sunnyfield staff an edge in a competitive market



### The Issue:

Sunnyfield required a development program to improve staff performance and prepare them to take on greater responsibility.

### The Solution:

LMA's accredited programs were rolled out to key personnel as part of a strategy to stay competitive in a dynamically changing marketplace.

### The Result:

LMA's training has become a vital part of Sunnyfield's organisational performance and a solid ROI has been achieved.

For over 60 years, Sunnyfield has been supporting people with intellectual disabilities on their road to more independent lives.

Originally established in 1952 by a group of innovative parents keen to create opportunities for their children with disability. Today, Sunnyfield provides services to over 1,600 people with disability and covers Greater Sydney, Central Coast and New England regions in NSW.

Sunnyfield Enterprise is a commercially competitive packaging and manufacturing business. It employs over 300 people with disability across NSW, specialising in offering people with disability the opportunity to participate in meaningful and fulfilling employment in the Packaging & Manufacturing industry.

## LMA provides the solution:

Caroline Cuddihy, CEO, identified the need for training to boost management skills and organisational performance at Sunnyfield.

As a result of LMA's accredited programs The Performance Edge (TPE) and Managing for High Performance (MHP), Sunnyfield's key Enterprise employees have improved their performance across the board and a strong ROI has been achieved.

## LMA gives staff the 'edge':

Sunnyfield's objective of developing the personal and leadership skills of key employees was easily achieved with LMA's accredited TPE program.

Caroline says, "The program has developed staff to improve their own performance and rise to take on more responsibility and accountability.

It has opened horizons for those who attended and it has enabled them to focus on changing individual behaviour as well as the organisation of their team."

**Creating exceptional results through people.**

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**Caroline Cuddihy, CEO, Sunnyfield:**

**“The LMA programs gave participants a greater insight into their performance at work and a myriad of professional ways to improve their performance and leadership. They are now more effective in achieving organisational and personal goals.”**

### An effective training solution:

“LMA programs are applicable to all staff no matter the personality type, as long as the person has the ability to be self aware and self evaluate,” says Caroline.

Since 2009, the TPE program has been undertaken by 26 employees of Sunnyfield and the MHP program by 10 employees.

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### LMA helps Sunnyfield achieve key business objectives:

One of Sunnyfield's key objectives in seeking training was to develop key employees as part of a strategy to ensure the company stays competitive in a dynamically changing marketplace.

Through its long term relationship with LMA, Sunnyfield has achieved the following personal and organisational results:

- Development of organisational business plans
- Achievement of action steps towards business plan goals
- Enhanced organisational leadership
- Improved project planning
- Better goal planning

### Why did LMA's approach work for Sunnyfield:

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

### LMA – the perfect partner:

In selecting a service provider for Sunnyfield's training needs, Caroline was aware of the importance of the quality of the delivery, the reliability of the provider and the business outcomes.

The LMA Results Guarantee gave Caroline 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

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)**