



Leadership Dimensions
Leading people to perform



OUR CAPABILITY



PEOPLE >
PERFORMANCE >
PRODUCTIVITY >
RESULTS >



Leadership Dimensions specialise in the performance, productivity, wellbeing, retention and development of your people. We've done this throughout Australia and internationally for over 21 years.

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WHO WE ARE

Organisational success relies on the capability and energy of its people. Ensuring your key leaders, managers and supervisors are equipped with the right knowledge and skills to harness and focus that capability and energy is critical. As the contemporary workplace becomes more complex, as individuals are more self-aware and self-directed and as expectations, resource and commercial pressures continue to rise, an individual's wellbeing and productivity is directly linked to how they perceive their value and how committed they feel to their job.

Leadership Dimensions specialises in the performance, productivity, wellbeing and development of your people. Our suite of accredited and non-accredited programs align with the World Health Organization's definition of wellbeing:



WELLBEING IS...

"A state in which every individual realises their own potential, can cope with the normal stressors of life, can work productively and fruitfully and is able to make a contribution to their community."

Using this definition as the basis of what we do, all our programs align to these four key areas: all essential for a healthy, productive, high performing organisation.

Whether it's through developing leadership potential, dealing with stress, productivity and performance skills, project management, relationship development, team development or organisational legacy work, Leadership Dimensions works to develop empowered, engaged and high-performing people who bring their best to create thriving organisations.

POTENTIAL



DEALING WITH STRESS



PRODUCTIVITY & PERFORMANCE



CONTRIBUTION



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We offer a range of tailored programs, courses and qualifications, in both accredited and non-accredited formats. We use best practice research and partner with academics and thought leaders to ensure robust and sustainable solutions – decades of success partnering with top 100 companies is evidence it works.

Leadership Dimensions has a track record of collaborating with large organisations, Government Departments and agencies to find ways to access the potential of all their employees and partners by providing solutions that work. These programs work because we focus on shifting the values and beliefs that underpin and motivate behaviour rather than just providing information alone. This shift in mindset is what leads to the desired behavioural change in your people.



POTENTIAL

Programs that build
leadership potential



These programs focus on enhancing the current talent in your organisation to produce a greater return on investment for you through supervisory, management, leadership development and strategic programs.

We know that your first area of focus and often the most difficult to manage is harnessing the potential of your staff. Most high performing leaders and managers aren't born that way – it is a learned, refined and ever-expanding skill set.

Leadership Dimensions has developed a suite of programs which builds the potential of your leaders, equipping them with skills that increase their ability to access the potential in others, achieve their outcomes and maintain their own wellbeing.

In short, our programs deliver greater return on investment in your people by enhancing the potential of their current talent.

The 'Potential' suite of programs includes:

- Balance Your Role as Manager and Leader
- Certificate IV in Frontline Management
- Coaching and Mentoring
- Personal Presence and Influential Presentations
- Setting and Sustaining a Customer Service Standard
- Strategic Account Management
- Supervisory Skills – Managing for Performance
- The Emotionally Intelligent Leader
- Transformational Leadership (Advanced Diploma of Management)

Who would benefit from these programs?

- Current supervisors, leaders and managers
- Potential supervisors, leaders and managers
- Anyone who has any requirement to influence or impact others

Before you are a leader, success is all about growing yourself. When you become a leader, success is all about growing others.

— Jack Welch



DEALING WITH STRESS

Programs that build resilience and support strategies



Cumulative stress, or stress as a result of a critical incident at home or work, affects the 'normal' functioning of an individual, and an organisation. Our programs address what an individual, manager and an organisation can do.

Stress comes in many forms, sometimes positive and useful for peak performance and sometimes counterproductive when built up over a period of time.

Negative stress shows up as higher absenteeism, higher work cover claims, poor performance, bullying behaviour, harassment, and a negative, toxic culture. Whilst most companies have preventative safety programs, they fail to provide managers with an understanding of what happens to a person when affected by a critical incident or cumulative stress at home or at work and what they can do about it.

In this suite we offer distinctly different, yet complimentary programs.

The 'Dealing With Stress' suite of programs includes:

- The Daily Grind – Managing and Reducing Built Up (Cumulative) Stress
- Outside What's Normal – Critical Incident Stress Reactions
- Building Peer Support Programs
- Emotional First Aid
- Leading Others Through Change
- Preventing Change Fatigue

Who would benefit from these programs?

- Current supervisors, leaders and managers
- Individuals who experience workplace stress
- Concerned colleagues
- HR, safety and wellbeing professionals

Leadership is lifting a person's vision to high sights, the raising of a person's performance to a higher standard, the building of a personality beyond its normal limitations.

— Peter Drucker



PRODUCTIVITY & PERFORMANCE

Programs that build skills for all staff



Your people are most productive at work when they feel valued, supported, informed and have the tools and skills to do more with less. This suite is designed to improve self and team management and get a higher return from your people.

Organisations spend tremendous amounts of time attempting to increase the performance of staff, yet still require more with less. Asking your staff to work productively at all times requires constant support in ways of training, communication, value and other resources.

Our suite of programs is designed to improve self-management, reduce the need for individuals to escalate decisions and be more effective and efficient in managing the outcomes you and your organisation require. This results in a higher return on investment from your people, smoother workflows, better delegation, and ultimately, discretionary effort, a driver of increased productivity which comes from people feeling committed and passionate about their work, their colleagues and their role in the success of the business.

Education is the mother of leadership.

— Wendell Willkie

The 'Productivity & Performance' suite of programs includes:

- Address Adult Language, Literacy and Numeracy Skills
- Aligning Sales Delivery and Brand Recognition
- Beyond Customer Expectations
- Building High Performance Teams
- Building Trusted Advisor Relationships
- Certificate IV in Training and Assessment
- Constructive Conflict
- Influencing and Negotiation Skills
- Key Stakeholder and Subcontractor Management
- Leading Sales Teams
- Performance Management
- Project Management
- Relationship Development and Interpersonal Skills
- Train the Trainer

Who would benefit from these programs?

- Current supervisors, leaders and managers
- Team members
- Anyone interested in improving productivity, efficiency and effectiveness



CONTRIBUTION

Programs that build
value beyond the expected

These programs align individual values with living organisational values. When your staff feel aligned and loyal to your organisation's values – they stay. Not just because they get paid, but because they feel their work and your organisation makes a difference.

The programs in this suite are about aligning individual values with living organisational values. In short, when a person feels valued in a work context and feels 'what's important to them' is also what's important to the organisation – they are fulfilled and stay. This suite of programs however goes wider than just your traditional values identification and alignment programs. Also included are how individuals and organisations can leave a legacy, multiple bottom lines and goal achievement.

A true leader has the confidence to stand alone, the courage to make tough decisions, and the compassion to listen to the needs of others. He does not set out to be a leader, but becomes one by the equality of his actions and the integrity of his intent.

— Douglas MacArthur

The 'Contribution' suite of programs includes:

- Leaving a Legacy
- Productive and Inclusive Meetings
- Innovation and Continuous Improvement
- Goal Achievement
- Vision and Values

Who would benefit from these programs?

- Staff at all levels across your organisation



OUR APPROACH

Leadership Dimensions helps you build a productive environment where people want to work

Leadership Dimensions are learning and development specialists. We have been leaders in adult education for over 21 years, in which time we've learned what works by understanding how learners learn, are engaged as individuals and groups and how to achieve the behavioural change that we are all seeking through training interventions.

We have built a highly flexible combination of services that enables you to:

- Draw down on the combined knowledge of highly experienced consultants and practitioners
- Build the most relevant and focused solution for your business that is low risk and brings immediate benefit
- Engage your people to a more fulfilling experience at work
- Get access to 'best in business' facilitators, designers and coaches
- License an accredited program
- Just get advice

... and if we can't help you, we'll probably know someone who can!

Most interventions follow a 3 stage process:

STAGE ① Consult and collaborate

STAGE ② Design and develop

STAGE ③ Deliver and embed

Access Value Adds by Partnering with Leadership Dimensions

- Our proven ability to collaborate with you, your key stakeholders, your customers, your learners and other panel providers
- The wisdom culminating in 21 years in leadership, culture change and education coupled with a 'new guard' that brings contemporary design and delivery thinking
- The ability to deal with one key contact but knowing you are accessing a wealth of individuals for knowledge, technique, project management and logistical support

CONSULT & COLLABORATE



STAGE ①

We help organisations bridge the gap between where they are and where they want to be. Most organisations benefit from a 'birds-eye view' of their organisation from an external consultant who can observe what's working, what isn't and pinpoint the underlying culture that's creating your current results.

We then distil what we've observed into building and facilitating solutions that help transform your organisation's way of doing business and achieve your organisational outcomes.

Based on the Research...

Conducted by the Center for Creative Leadership on 2200 leaders over 3 different countries, the following 7 competencies were identified as most critical, now and in the future:

1. Leading People
2. Strategic Planning
3. Managing Change
4. Inspiring Commitment
5. Resourcefulness
6. Doing whatever it takes
7. Being a quick learner

Note: How many of these are about managing self and people? Take a moment to reflect on your own capabilities as a leader and ask yourself, how often do I stop and reflect on my own competencies?

You'll be able leverage the lessons we've learned from working with Australasia's leading organisations to get strategic and practical advice and support to help you shortcut trial and error, fast-track success and access the 'best in business' practice.

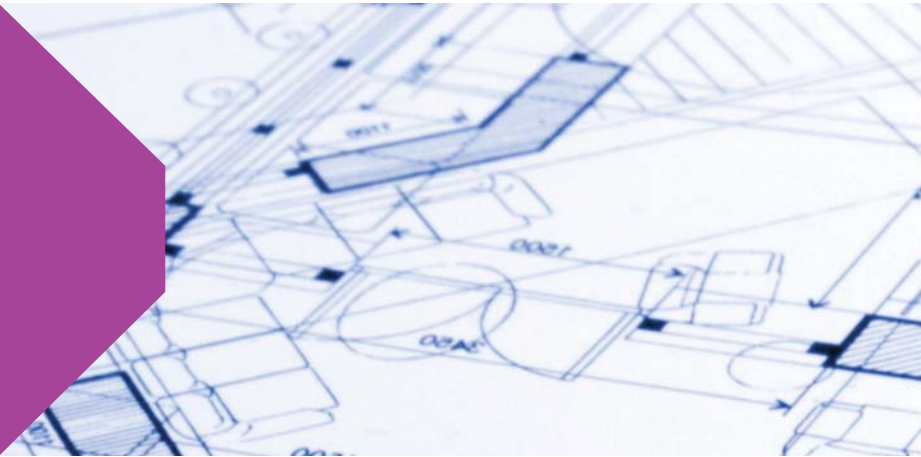
We seek to understand your business and work with you in a way that delivers to your desired outcomes. We are not happy just to 'tick and flick' in terms of achievement of competencies but apply ourselves to ensuring that the new skills become 'business as usual' and the application of the skills results in increased outputs, efficiencies, reduced lost time and improved performance. We go well beyond a training program to deliver an experience that has lasting benefits for each learner.

Activities that occur in the consulting and collaboration stage may include:

- Discussions of how you like to work and what partnership looks like for you
- Face-to-face meetings and collaborative design sessions
- Weekly phone progress checks
- Discussion forums and data gathering
- Cross-checking of assumptions
- Engagement of key stakeholders and business leaders
- Step by step approvals process
- Culture surveys
- Review of business processes and systems
- Formulation of a detailed timeline outlining agreed deliverables and milestones



DESIGN & DEVELOP



STAGE ②

Our clients describe us as a partner, not a provider. Our consultative approach, strong project management team and ability to work on time and to budget feels like we are an extension of your own organisation rather than an external provider. We recognise that you are measured on the quality of your outcomes and we take pride in making you look good.

Breadth of Design and Delivery Capability



Totally Yours

- Bespoke programs designed specifically to meet the needs of your people
- High levels of collaboration with key stakeholders
- All case studies and activities are relevant to you and industry specific
- Organisationally built and owned systems, processes, values and strategies are included or reinforced within the content
- All intellectual property will be owned by you



Tailored

- High degree of design consultation with internal stakeholders
- Case studies and activities are designed for greatest relevance to the workplace environment of the learners
- Licensing may be available
- May draw on theory available in the public forum
- Existing intellectual property remains the property of the company bringing it to the project, and jointly created IP is owned jointly



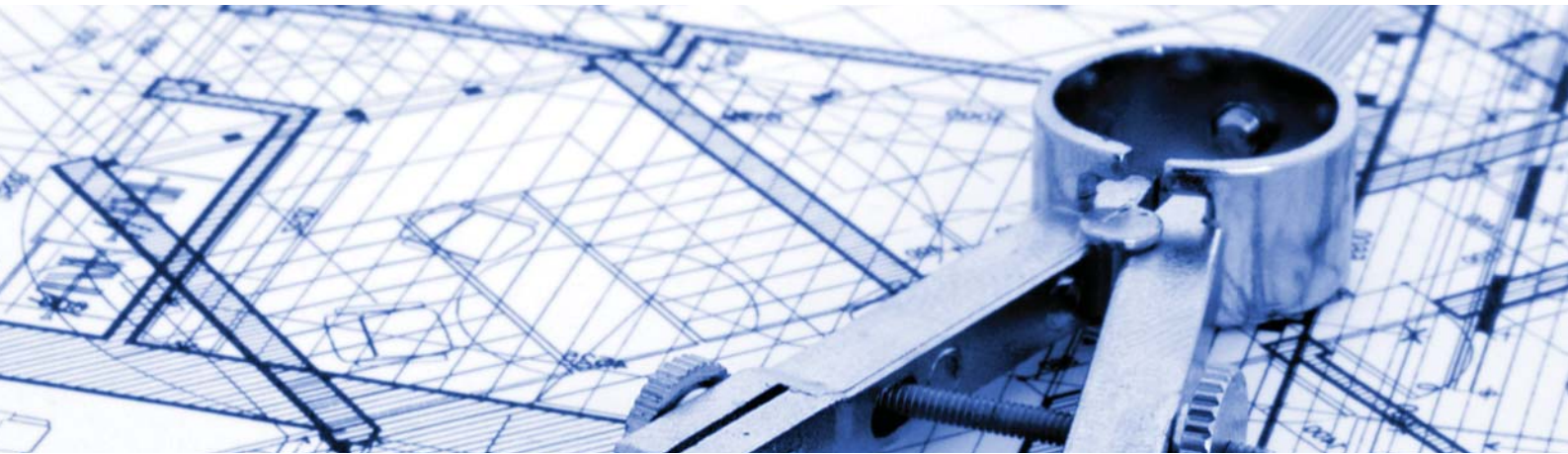
Customised

- Established and proven methodology and content
- Case studies and activities designed to be relevant to the learners and reflect the organisational environment
- Workplace projects are used to increase the traction into the workplace
- Existing intellectual property remains the property of the company bringing it to the project, and newly created intellectual property is owned by Learning Dimensions Network



Off-the-Shelf

- Proven and pre-designed content
- Applied methodology
- Case studies, activities and workplace task are generic but can be applied by the learners to their workplace
- Stories may be drawn from a range of industries or experiences that the full range of learners can relate to
- Intellectual property is owned by Learning Dimensions Network
- Programs may be licensed for internal delivery

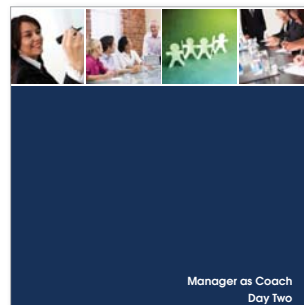


STAGE ②

Our national in-house Instructional Design, Publishing and Graphic Design teams provide all the support to ensure quality and timeliness in the production of all materials. This can include branding and use of your corporate style guide as required with the provision of soft and hard copies of agreed documentation.

Materials may include:

- Program overviews
- Learning and assessment strategies
- Facilitator manuals
- Workbooks and learner guides
- PowerPoint presentations
- Assessment tools
- Workplace or project tasks
- Pre-work reading, thought provokers and surveys
- Activity and training aids
- Learning evaluation materials
- Webinars
- Pre and post embedding activities (these may be online)
- Videos or eLearning products



DELIVER & EMBED



STAGE ③

Training is of little value if it does not translate into improved value in the workplace. To make the outcomes you want stick, our programs use proven adult learning techniques and the latest research into the neuroplasticity of the brain and how it shifts habits. We work with leading edge academics, conduct our own research and pride ourselves on bringing the theory to practice. Experiential learning, currency and relevance are cornerstones of our delivery process.

Our facilitators are recognised as some of the best in the business because they stay up-to-date with developments in adult learning and bring their own breadth of experience to the training room, in ways such as storytelling, to fully engage learners.

Our facilitators have a learner-focused approach, taking responsibility for transfer of learning, doing what it takes to support learners who may be challenged by Language, Literacy and Numeracy (LLN) issues and English as a second language.

Our standard delivery is likely to include:

- Simulations to model the “real world” so that learners can apply the learning
- Activities to make meaning of theory and provide safe opportunities for trial and error
- Coaching to support the enhancement of existing skills
- Facilitation styles that encourage people to change habits and seek new ways of operating, and respectfully challenge beliefs through effective feedback
- Processes that respect each person’s preferred learning style and approach – we give people the choice to change, and add to their current way of being, as a leader or team member
- High quality materials that present in a way that simplifies any complex theory or application
- Identification and integration of values and ethics drivers to ensure motivation

In addition, we focus strongly on post-training embedding activities in all our design solutions. We align with the 70:20:10 philosophy which suggests that formal training and development needs to be supported by on-the-job application and follow up. Many of our programs are supported by post program coaching, workplace tasks and activities that encourage this transfer of formal learning.

LICENSING OUR PROGRAMS



[They] trained Air NZ facilitators who co-facilitated until competent and confident to facilitate. [They] were exceptional in positioning the team of Air NZ facilitators to facilitate to a high standard. The workbooks that were developed and customised to individual business areas is a resource that we continue to use in the induction of new leaders.

— Panu Raea,
former GM Safety & Employee Wellbeing, Air New Zealand

For some organisations, it is hugely valuable to have their internal team deliver the implementation of the change program. Leadership Dimensions and our sister brand Safety Dimensions are unique in that they successfully license clients to roll out and deliver our designed programs.

Organisations and Registered Training Organisations (RTOs) have the opportunity to tap into Leadership Dimensions' high quality programs through licensing arrangements. As a licensee, you will save hundreds of hours in design, pre-training quality assurance and assessment of the programs.

We've licensed organisations in the construction, retail, banking and aviation industries to run our programs internally and our design, robust accreditation process and follow-through ensures organisations with existing delivery teams can successfully implement behavioural change programs using your internal resources.

Licensing can include a provision to have the materials contextualised and updated to your specific organisational requirements, and to add your branding to the materials. When the licensing agreement takes effect, you are fully supported by the Leadership Dimensions team, you'll experience first-hand our comprehensive (and clear) induction, followed by a coaching program that makes our licensing approach so effective, and economical for many of our clients.

OUR PEOPLE



Leadership Dimensions and its sister brand Safety Dimensions has the size and scope to deliver very large or unique projects. Our programs are customised and managed by our team of experts – and the results speak for themselves.



Facilitators

“Every learner engages and builds skills they can implement immediately.”

40 specialist consultants, facilitators, trainers, psychologists and coaches located throughout Australia, delivering both accredited and non-accredited programs. Becoming a facilitator with us requires a rigorous accreditation process with only the very best being available to our clients.

Our facilitators are:

- Highly credentialed
- Exceptional leaders of learners
- Able to apply best practice organisational and personal methodology

All our facilitators can create an environment that enables the creation of new neural pathways that lead to behavioural change.



Instructional Designers

“What’s memorable is remembered.”

Using proven design methodology and the latest safety, neuroscience and leadership research, we can deliver for you or design so we can license your company to take it in-house.



Account Managers

“It’s critical to deliver on our promises.”

Your Account Manager will add insights and highlight trends as they oversee the entire project team. Outcomes are reached each and every time.



Project Managers

“Each client is treated like our only client.”

Dedicated Project Managers seamlessly manage the end-to-end process of your project, backed up by our custom-designed IT platform.



Graphic Designers

“Getting the perfect look and feel every time.”

Our internal graphic design and editing team ensures participant materials look good, represent your brand, and are easy to use.



Leadership

“You have no credibility unless you walk the talk.”

Our Management understands we need to deliver what we promise to the standard you demand, and with the outcomes you desire.



Academic Team

“Our accredited programs embed new behaviours and provide a recognised qualification.”

With over 7,500 people currently undertaking applied learning qualifications with us, we provide a seamless, and supportive approach to formal education.

ABOUT US



Learning Dimensions Network (LDN) is the parent company and Registered Training Organisation comprising the following three divisions:



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Leading people to perform

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Safety Dimensions
Leading people to safety

Safety Dimensions supports organisations to effectively deal with safety performance challenges. We train and develop leaders to do what's required to tangibly change organisational safety behaviour, enable compliance and ensure due diligence. We know how important it is to create a sustainable safety culture that gives your people the right skill sets, mind-sets and tools, rather than just putting more 'rules' or paper trails in place.

Our approach increases engagement at all levels, be it your leaders, safety teams or employees to ensure corporate governance, reduced LTIs and Work Cover claims, and most importantly to give workers and your organisation the skills to send each person home safely every day.



Workplace Dimensions
Leading people to grow

In 2014, LDN launched a new division focused on accredited skills training. **Workplace Dimensions** is not a school or a TAFE yet our graduates walk out with all the skills they need to grow their careers. We've taken our experience of working with Australasia's largest companies development delivering high impact training to thousands of people around the country and created high impact, intensive, nationally accredited Certificate IV and LLN upgrade programs open to small groups and the general public. Our programs run in Melbourne, Sydney, Canberra and Brisbane.

CONTACT US



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With offices in Melbourne, Brisbane, Sydney, Canberra and Kuala Lumpur