Case Study: Leadership Skills Training Leads to Quantifiable Leadership Development

Client Overview

The client, a national construction and earthmoving company with over 130 employees, has been instrumental in delivering several high-profile projects across New Zealand. Their portfolio includes residential and commercial subdivisions, sports complexes, street construction, and various private developments.

Leadership Development as a Strategic Priority

Recognizing that sustained growth relies on cultivating talent from within, the company's leadership team identified a critical need to enhance the leadership skills of their workforce. In 2022 they partnered with Mindshift Learning Company, engaging Sue Landis to design and implement a comprehensive leadership development program. This two-tiered initiative targeted both junior and senior leaders.



The program's impact was significant, with overwhelmingly positive feedback from participants. Notably, assessments using the REACH psychometric profiling tool demonstrated a measurable improvement in interpersonal and leadership skills across the cohort.

The Importance of REACH Scores

REACH profiling provides a quantitative measure of interpersonal effectiveness, encompassing qualities such as empathy, communication, and conflict resolution. These competencies are foundational for effective leadership, fostering trust, collaboration, and stronger workplace relationships. A marked improvement in REACH scores among participants reflected their enhanced capacity to lead, adapt, and inspire.

Addressing a Unique Industry Challenge

In an industry traditionally focused on operational execution rather than leadership development, the company faced a skills gap at the management level. This initiative aimed to bridge that gap by equipping managers with the tools and confidence to lead effectively in a fast-paced, project-driven environment.

Program Design and Implementation

Working closely with the HR team, the training program was designed to address key leadership skill gaps. The curriculum included eight core themes, tailored to the needs of junior and senior managers, and was delivered one session per month over a 12-month period. The training also incorporated a mentorship structure: junior managers were paired with senior managers, while senior managers were mentored by top executives.

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A Sample of Topics Covered:

- People leadership and managing performance
- Managing difficult conversations
- Coaching and mentoring
- Time management and supervising others
- Team building
- Problem-solving and decision making
- Communication and presentation skills
- Emotional intelligence, assertiveness and self-confidence

Measuring Success: REACH Psychometric Profiling

The REACH Personal Style Profile provided valuable insights into participants' preferred leadership styles, offering a comprehensive view of their abilities to achieve goals, communicate effectively, and adapt to different people and situations. The pre- and post-program assessments demonstrated marked improvement, underscoring the program's success in enhancing leadership agility.

Feedback and Results

The program's success was driven by the exceptional facilitation of Sue Landis, whose expertise resonated with both junior and senior participants. Feedback from attendees highlighted her ability to engage, motivate, and bring out the best in individuals:

- "Sue was amazing – she truly understands what makes people tick."
- "Her sessions were incredibly insightful and impactful."

Senior executives were equally impressed, particularly with the final presentations delivered by the managers, which demonstrated newfound confidence and leadership capability:

- "The transformation in the team is like night and day."
- "It's exciting to see our people grow and collaborate more effectively."

Most importantly, participants expressed that the program had significantly enhanced their confidence, decision-making skills, and ability to manage relationships within the business.

Long-Term Benefits and Future Plans

This initiative not only elevated the leadership capacity within the organization but also laid the groundwork for long-term benefits, including improved employee satisfaction and retention. By prioritising leadership development, the company is investing in its future, ensuring a strong and adaptive leadership team capable of navigating industry challenges.

Encouraged by the program's success, the company plans to continue its leadership development efforts, further embedding a culture of growth and excellence.

Tailored Leadership Solutions for Your Organization

If your organization is looking to enhance leadership capability and drive employee engagement, let's discuss how we can customize a development program to meet your needs. Empowered managers lead to stronger teams, improved client relationships, and better business outcomes.

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