



# Build Capacity Drive Change

## MAKING COACHING AND HIGH IMPACT LEADERSHIP WORK AT WORK

**LinkPADD** and **Combined Team Services (CTS)** have worked together since 2012 to design and develop an organisational development model that works for all levels of the business. The model is flexible and allows organisations to select the parts that work for them. It consists of but is not limited to the following:

- Analysis of the situation to develop the best and most cost-effective course of action
- Analysis of the key areas of development for each individual
- Analysis of business strategy and key result areas
- Development of action and accountability plans
- The use of an Intelligent (web based) Org Chart software program to track changes and the progress of individuals
- The use of coaching and training strategies to build capability and high impact leadership
- Regular high-level reviews of strategy and progress

**LinkPADD** uses a proven methodology.

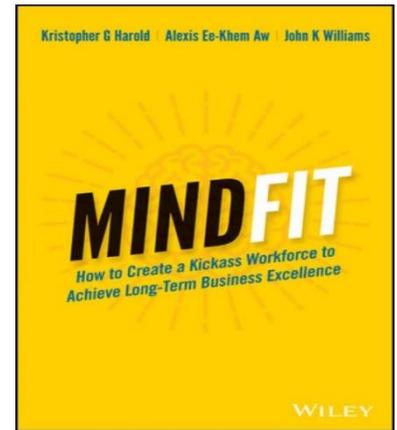


Over five years of research and development went into designing and developing our approach to workplace effectiveness and the realisation that unless an organisation is “mentally fit” it will never be able to successfully control the outputs of policy, people and procedures.

Being mentally fit means that an organisation has the best control it can over these highly important elements.

## MINDFIT

In 2018, our book “**MINDFIT, How to Create a Kickass Workforce to Achieve Long Term Business Excellence**” was released by [Wiley Publishing](#). It provides a great overview of how **LinkPADD** can and will make a difference to how your business operates.



LinkPADD has four main focus points for business to engage with:

1. IOC Audit/Diagnostic
2. Diagnostic Implementation and Reviews
3. Management Coaching, Training and Accreditation
4. LinkPADD recruitment

## TRUSTED SUPPORT AND RESOURCES

A methodology alone cannot guarantee results without it being implemented in the right way to fit the organisational context. Combined Team Services (CTS) have been developing materials dedicated to the development of frontline managers for over twenty years and has produced its own training programs which can be taught and coached on the job. The following resources are used by CTS in many of the programs they run:

- TLIC (Think-Lead-Influence-Change) Framework. All materials are developed to fit into these four critical areas of development
- Gap assessments
- Click Colours and other profile analysis
- Training materials for leadership and safety at work
- 360o Feedback
- Supervisors Guide
- R3 Leaders Guide



CTS is also a **Registered Training Organisation** (Provider Number 50995) that run a host of programs for the workplace including but not limited to:

- 5 Day Safety Rep Training
- Accredited skill sets for safety and leadership
- Qualifications in leadership and safety
- Incident Investigation Workshops
- Coaching for skill development
- Mental fitness programs such as Fatigue Management, Bullying and Harassment Workshops, Assertiveness, Conflict resolution etc.

## PROGRAM DYNAMICS

Our programs aim to grow and develop people and systems and not just be another rubber stamp. Our coaches are selected for their ability to build capacity and drive change, so you can expect to see the rubber hit the road early in a program. Each participant gets the support they need to succeed.

### Scope and range of services

We are geared up to deliver LinkPADD and its products and services to most SME's, from 5 to 500 employees. We also have demonstrated experience with local government and small business. Our products and services can fit just about any requirement that you may have.

## CASE STUDIES

### CS1 - Local Government

Design, development and implementation of a program aimed at building the culture and developing leadership competence. This program coached over thirty participants and ran for ten months. It identified key structural issues and departmental weaknesses. A coaching regime was used to help each individual grow and develop the skills needed for self and team leadership while integrating a governance component into their very busy daily schedules.

As part of the program we were also able to identify a talent pipeline, organisational and departmental weaknesses and help to implement better productivity and efficiencies into the waste management team.

### CS2 – Metal Recycling

Design, develop and implement a frontline management coaching and training program aimed at reducing safety incidents and equipment damage while increasing the capacity of lead hands and supervisors to tackle their very dynamic work days. This program has helped over thirty participants grow and develop their skills on the job. It is now in its fourth year with some of the participants coached to Yard Manager level.

The program is very dynamic. We have also implemented a step-up training program to prove the worth of team members at a leadership level.

### CS3 – Transport Operations

Design, develop and implement a whole of business approach for a SME to build resilience, professionalism and capability.

This program has been running for six months and has undertaken our Intelligent Org Chart Audit, from this the business has upgraded its financial awareness, senior leadership skills and built its professionalism in the marketplace in order to win new contracts.

Key staff are being gap assessed and coached in order for them to increase their high impact leadership and drive the quality outputs required for client success.

### CS4 – Mining Contractor

This is a relatively new program aimed at developing a smaller company bought out by a major player in the maintenance shutdown game to lift its standards and professionalism. Part of the scope is also about skilling key people in the organisation to succeed in high risk, high demand work environments. Starting at a senior level we have designed, developed and implemented a plan that focuses on building performance expectations and personal effectiveness. We will then work with a range of Superintendents and Supervisors to grow their skills and professionalism. Gap Assessments results have been collated and the org chart software is populated with expectations and now we begin the process of ensuring we put first things first and set the business up for continued success.

## TESTIMONIALS

There are a range of testimonials in our book that have been added by industry leaders and academics. More recently we have gathered the following feedback:

*“Beyond my own personal development, my entire team has benefited from techniques obtained and tailored to our working environment. On the job coaching is second to none. I have found It’s left me hungry for more and waiting for the next one.” - Ricky R. Waste Management*

*“The program has allowed me to grow and develop my leadership skills by giving me the tools and structure I need to be able to deal with situations relating to team dynamics, self-awareness and personal development. It has given me the confidence to have the ‘uncomfortable conversation’ when required.” - Michael V. Local Govt.*

*“Since working with John and his team at CTS, our current and emerging leaders have a clear and concise training program to ensure they are well equipped to meet their obligations as leaders. John’s ongoing mentoring and guidance through the leadership programs has been the key to its success within our organisation” - David B. Scrap Recycling*

## OPERATIONAL CONTACTS

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## REFEREES

We can supply you referee contacts to talk about our programs and methodologies.

Please feel free to contact John Williams or Valma Warren for more information.