

DEVELOP

Driving and Supporting Business Transformation



AuCom Electronics Ltd is a global company headquartered in Christchurch, New Zealand. It is one of the top 50 technology exporters in New Zealand.

THE CHALLENGE

Following a period of rapid growth, AuCom found that it was experiencing adverse business performance; largely brought about by a strong NZD and the global financial crisis. As can happen in these types of volatile environments, this resulted in heightened levels of uncertainty, apprehension and general feelings of unease amongst leaders within the business.

Strong, independent views about how the business ought to be run were held by senior leaders, and in many cases, these views were not collectively aligned. In addition to this, decisions were being made independently and there was a lack of cross functional communication and collaboration. All this resulted in the company finding it increasingly difficult to meet market challenges in a timely and effective manner.

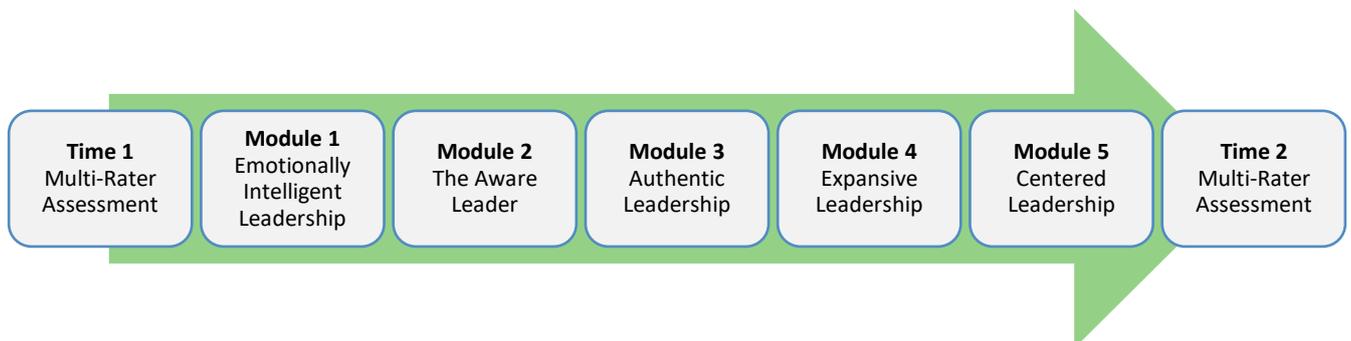
To help overcome these challenges, it was determined that leaders required a shared vision, and a stronger understanding of self and others as a foundation for improving collaboration, communication, creative thinking, and influencing potential.

OPRA'S SOLUTION

OPRA undertook industry specific research, from which we developed a customised solution to enhance the emotional intelligence of the leadership team over a 6-month period.

The first phase of the programme was intended to develop an awareness of individual and collective strengths, and highlight each individual's preferred style of working. As well as this, a key objective was to address any interference and create an environment of trust, openness, and cohesion.

The second phase of the programme involved the delivery of the Enduring Impact leadership development solution. As the name suggests, this programme translates cutting edge emotional intelligence content, assessments, frameworks and concepts into practical leadership behaviours that endure. The programme comprises a comprehensive blended learning experience, wrapped into five learning modules.

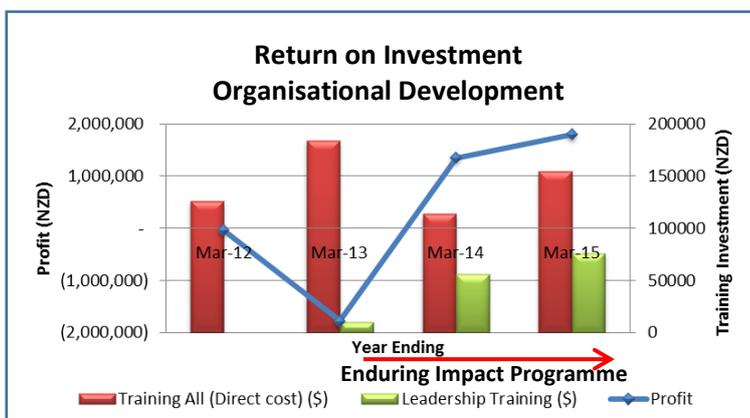


Developing self-awareness is the foundation for the skills of emotional intelligence. By facilitating greater levels of emotional awareness, expression, reasoning, and management; the programme creates the conditions for collaborative decision-making, cohesive team functioning, greater levels of individual effectiveness, and the capacity to manage one's own and others emotions.

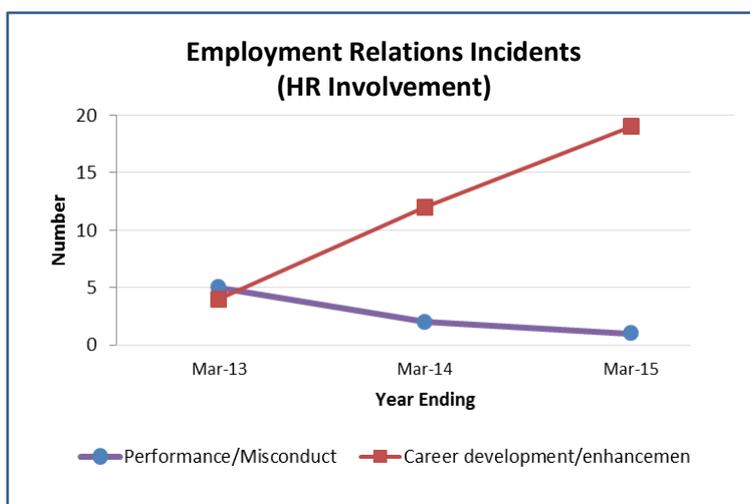
RESULTS

As a result of the programme, AuCom has seen positive behavioural and business outcomes. These included a changing culture represented by a shared vision, collaborative approaches, open and honest communication, and improved team cohesion. There is an improved strategic focus, highlighted by an increase in profit per employee, and an increase in overall business performance. In addition to this, the organisation has seen a noticeable decrease in the number of negative employee relation incidents, largely brought about by observable improvements in leadership behaviours.

Overwhelmingly, the feedback and anecdotes from programme participants has shown the programme to have had a huge impact on their lives, both professionally and personally.



- Strong correlation between investment in leadership development and overall profit
- Targeted and effective development has seen a reduction in overall direct training costs



- Reduction in poor performance/ misconduct investigations
- Leadership style working more empathetically with employees resulting in more collaboration, teamwork and overall engagement
- Leaders having authentic and courageous conversations – reducing surprise and disappointment