

## CASE STUDY

# LEADERSHIP DEVELOPMENT PROGRAM

## Site Leadership Team

### Objective

Xenco was engaged by the client to improve leadership effectiveness within the Site Leadership team and its impact on overall business performance. Emphasis was positioned on addressing the site leadership team's tendency to operate below team member's individual roles and the organisation's collective requirements (i.e., not operating at the right level).

### The Challenges

The client had recognised several key challenges that were limiting the team's effectiveness, these were recognised by the Xenco team and included:

- Managers not working at the correct level (i.e., working one or two levels down).
- Taking a short-term view of issues and failing to identify medium- and longer-term emerging issues.
- Working as individuals rather than as an operational leadership team.
- Lack of clarity in project planning, execution, and work scope for budgeting processes.
- Lack of collective clarity on business priorities
- Lack of accountability for delivery of business objectives

## AT A GLANCE

### Challenges

- People working at the wrong levels
- Failure to work as a team
- Short term – firefighting focus
- Accountability not clearly defined

### Benefits

- Clear set of commitments
- Detailed accountabilities and routines
- Enhanced communication within the Leadership Team
- Realigned meeting purposes and routines

Xenco is a multi-disciplined, specialist service group that delivers executive and operational level support to businesses seeking significant improvements in productivity, efficiencies and company profitability.

### Contact us

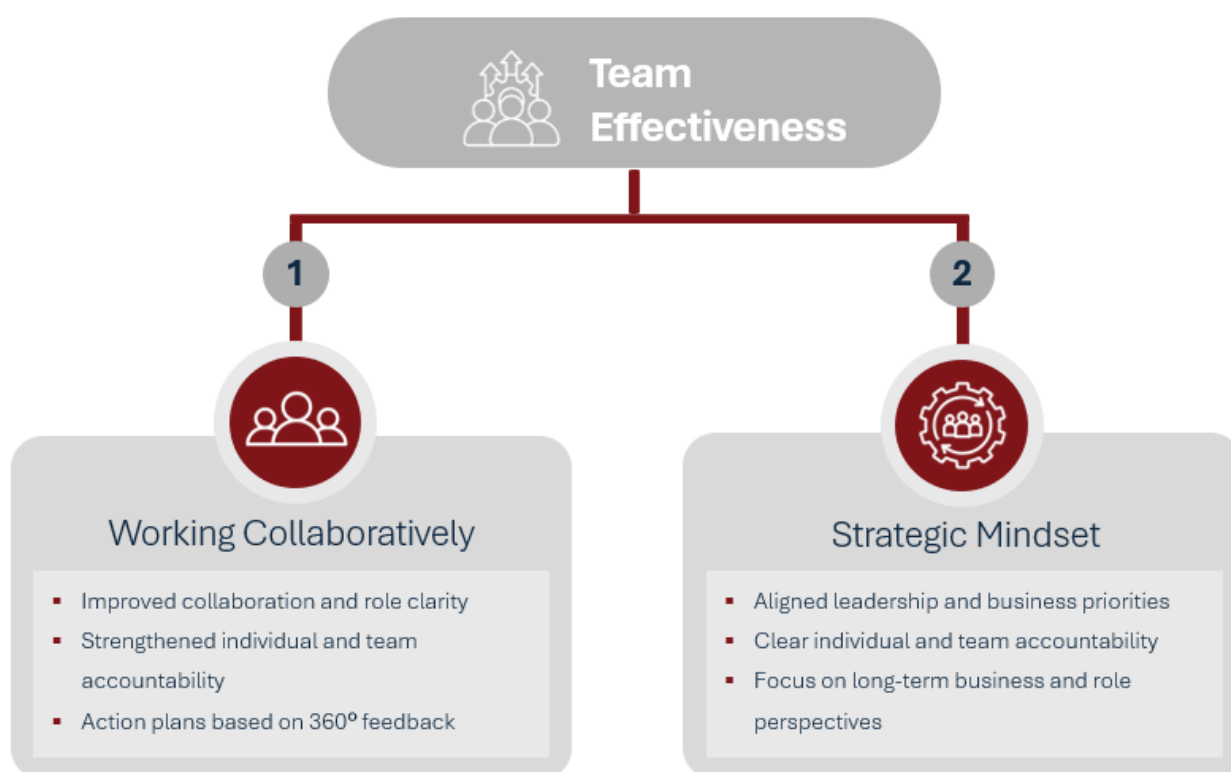
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## Our Approach

We aimed to improve team effectiveness and strategic mindset through capability assessments, 360° feedback, and targeted workshops. These workshops focused on accountability, collaboration, and strategic thinking, incorporating insights from industry executives and a psychologist for both practical experience and scientific grounding.

To ensure lasting impact, we embedded these changes into daily routines, creating a sustainable, repeatable process that reinforced the desired behaviors.

***“The team could easily resonate with the facilitators given their experience and professionalism, allowing them to grow through real industry examples.”***  
– General Manager



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## Our Result

Xenco successfully implemented strategic and tactical plans to support engagement within the leadership team. We did this using structured 360-degree feedback coupled with a clear understanding of the required leadership development.

The clear set of commitments detailing accountabilities and routines lead to a dramatic shift in the team's overall effectiveness. Xenco's involvement initiated the team working at an efficient level, improving accountability and cohesion between all levels of the business. The Leadership Team committed to these engagements, resulting in a more collaborative, effective and strategic management team.



*"The leadership program was the catalyst which enabled my team to elevate and lift the performance of the operation. Key elements of understanding accountability and working at level had true impact, and improvements were visible in the workplace immediately. The result has been a dramatic uplift in the team's effectiveness of working at level, holding each other accountable, and ensuring all levels within the business are working at level."*

– General Manager

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