Leadership Excellence

Organisational capability requires an effective leader with vision, trust, self-awareness, motivation, adaptability and commitment. LEAD C.I. believes leadership goes one step further. It requires leaders to engage and empower others to act so the vision will be achieved.

Effective leadership does not come naturally to everyone. Required capabilities change with new roles and the evolving needs of key stakeholders.

We understand how important good leadership is to increasing stakeholder value and delivering business results. Our BOS-Ex Framework delivers real business improvements and outcomes as we help to develop the capabilities of your leaders. Our highly experienced team works with your people at all levels – from frontline team leaders and supervisors to senior executives. We use the proven BOS-Ex Framework to tailor our leadership development programs to meet your specific needs.

We do this by developing leadership capabilities.

- Identifying gaps
- Targeted improvement plans for leaders and their teams
- On-the-job coaching and mentoring for individuals and teams in specific leadership competencies including:
  - Visioning
  - Developing trust and respect
  - Effective communication

Let our leaders help yours

We know what works because we have experienced what doesn’t. Each of our practitioners has more than 20 years’ specific management and leadership experience as an executive or senior leader, working with some of Australia’s most influential companies.
Red Eye Constructions is an industry leader within the commercial, industrial and medical sectors of construction. Based on the Central Coast, the business is experiencing significant growth and expansion. General Manager Michael Robertson believes getting the right kind of leadership, culture and teamwork in place is crucial to developing, diversifying and sustaining the business.

How would you describe Red Eye's culture?
I believe our culture is best described through our company values. We are committed to excellence and these values underpin the way in which we conduct business with our customers and serve as a guiding framework for the expected conduct of our employees.

- COLLABORATION to work as one team
- EXCELLENCE to surpass expectation
- INNOVATION to think laterally and dare to be different
- INTEGRITY to honour our reputation
- RESPECT to be dedicated to relationships
- TRUST to be open and transparent

How do leadership and culture affect your teams?
As the business grows, and the size and value of our construction projects increase, leadership and culture are becoming ever more important. The success of each project is now less about the technical, and more primarily focussed on ensuring we have effective managers with the willingness and capability to lead the team. By doing this, we’re ensuring a strong positive culture.

What are some culture and leadership challenges and how are they being managed?
We’ve recognised our leaders need to become stronger and more effective. Having clearly defined our expected leadership behaviours, we now need to identify the capability gaps and invest time in either hiring or developing the required skills of our management teams.

What are those leadership capabilities Red Eye is looking for?
Our leaders have been extremely effective in creating ownership, and developing and building trust within their team, as well as with our customers, subcontractors and suppliers. Areas we are now working on include:
- insisting on high standards
- building high performance teams
- delivering and driving results
- deep diving on personal and project performance

When the boss isn’t around, how do your people behave?
We have a number of project sites where the boss is often not present, so there is an expected level of trust within the site teams that they will maintain a productive workplace and work environment. Having said that, at times we do occasionally see evidence of our high standards being lowered when management is not around to check. We continue to work on improving this and, thankfully, such examples are far outnumbered by those reflecting expected behaviour.

How has external guidance and support helped your business?
John Costley from LEAD C.I. has worked with our leaders providing strong coaching support to develop their understanding and awareness of various leadership and management frameworks, including Situational Leadership, Effective Time Management, and ABC Model of Behaviour. John has also facilitated a number of workshops to help build, implement and embed our leadership behaviours, What Leaders Do at Red Eye, and our Safety Principles, Safety Fundamentals and Golden Rules frameworks. Our ongoing relationship continues to be a worthwhile investment.

Contact us
If you’d like to receive more information, please contact our consultants at www.leadci.com