

**Case Study**      ***Design and Delivery of the People Development Program***

**Category:**      Government

**Client:**      Australian National Audit Office

### **The Challenge**

How to develop an innovative program to cover key team skills including: team effectiveness, career management, prioritisation and time management, feedback and managing difficult situations, to be delivered over a two year timeframe.

### **The Process**

Bayley & Associates conducted focus groups to identify content for core training topics and to gather staff input on preferred training methods. Facilitators worked with subject matter experts to tailor the training programs to the specific ANAO technical work environment.

The core training, which all staff were strongly encouraged to attend, was supported by team-based interventions to assist learning transfer. Each works team in the ANAO was assigned a facilitator who worked directly with that team on issues that the team identified as important. These interventions included activities such as team planning, performance coaching, team building, stress management and utilised tools such as the Myers Briggs Type Indicator and the Belbin Team Roles questionnaire.

A mid program review was conducted and stakeholder feedback was incorporated into a refreshed program in the final year of delivery.

### **The Result**

The following year Bayley & Associates was asked to assist with a number of other HR projects including interviewing staff on learning and development issues identified in the staff survey, 360° feedback support, individual coaching and team mediation for conflict resolution.

Based on evaluations from the Core Programs, on-going feedback from the work groups throughout the program, and final group evaluation reports, the PDP succeeded in providing ANAO staff with the opportunity to tailor their learning to suit their specific needs within the confines of their audit work responsibilities.

The project demonstrated Bayley & Associates' ability to:

- develop and maintain effective long term client relationships
- work collaboratively with many internal clients and customise services to achieve diverse client goals
- provide flexible delivery arrangements to suit busy people and fit in with work pressures