

## CASE STUDY:

# Remondis Australia

LMA provides a clear development path for staff with outstanding results



## REMONDIS®

### The Issue:

Remondis Australia was seeking training to improve performance and equip staff with the skills to progress within the company.

### The Solution:

LMA was enlisted to deliver accredited programs to managers and supervisors to supply them with the practical tools to be effective leaders.

### The Result:

LMA programs have been introduced as part of Remondis Australia's development process and the results can be seen in every facet of the business.

Remondis is one of the world's leading water, waste and environmental management organisations with 30,500 employees worldwide and 180 within Remondis Australia.

Remondis Australia was formed in 1982 with its first operation in Penrith Sydney. The company has grown steadily, with established operations in Sydney, Melbourne, Brisbane, Adelaide, Perth and Port Macquarie.

The relationship with LMA commenced with Thiess Services Waste Management in 2010 and continued once it was acquired by Remondis Australia. LMA programs have become an integral part of Remondis Australia's management plan.

## LMA focuses on people development:

Through an existing relationship with LMA and Thiess, Remondis Australia was able to see the clear benefits of up-skilling managers and supervisors.

Chris White, Queensland State Manager, says, "For Remondis Australia it has never been about financial return or measurable results. If our people become better leaders, then the financial and measurable results will come automatically."

Various LMA programs have been undertaken based on the individual staff member's requirements, including the Challenge of Leadership (COL), The Sales Edge (TSE), Success Strategies for Team Leaders and Supervisors (SSTLS) and High Performance Management (HPM).

The success of these programs has led to the inclusion of the COL program as a prerequisite for all new managers and supervisors at Remondis Australia.

**Creating exceptional results through people.**

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Chris White, Queensland State Manager, Remondis Australia:

**“The LMA programs have developed a more understanding team of leaders, who think before they act.”**

**“The Challenge of Leadership is now an integral part of our management process and development.”**

### LMA teaches a common language:

Chris explains, “The benefit of our plan to put managers and supervisors on LMA programs is that they now have a common language.

They understand some of the fundamentals of management and leadership and can apply it to the workplace.”

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### Developing a clear path for individuals:

“As part of the Queensland management plan and plan for the business as a whole, we have now put the majority of our managers, supervisors and up and coming leading hands through COL,” explains Chris.

The skills acquired from the COL program have equipped Remondis management with the ability to move between different projects and departments easily and provided a solid succession plan for Remondis Australia.

The focus of development and training demonstrates to the Remondis Australia employees that the company has a clear development path and will invest in their career progression.

“We have a number of staff who have come up through the ranks as a result of the program, e.g. a driver to leading hand to supervisor.

These courses are great at developing leadership and management skills in a safe environment,” explains Chris.

### A more robust management team:

Chris says, “It was made very clear to me from the start what the programs deliver and they have met this expectation; our management and supervisory teams are stronger and more robust.

If you have higher performing managers and supervisors they will naturally deliver better financial outcomes.

For Remondis Australia, it was never about the financial returns as a primary objective. These will be achieved in the long term as a strong and robust management team will deliver better results.”

#### Key Objectives:

- Develop a robust management team
- Provide a common language for management
- Develop management to equip them to move between projects and departments
- Create a succession plan

**All achieved thanks to LMA.**

To discuss how we can help you achieve exceptional results in your organisation, contact us on (Aust) **1800 333 270** or (NZ) **0800 333 270** or visit **[www.lma.biz](http://www.lma.biz)**