

OBJECTIVE LEADER



# RSL LIFECARE CASE STUDY

Building Leadership Capability Across a Dispersed  
Aged Care Workforce



Program:  
**Accelerator™**

Tools:  
**OLA**

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Discover how we partnered with **RSL LifeCare** to overcome key challenges, implement a tailored leadership solution, and deliver measurable outcomes that created lasting impact.

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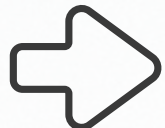
07 Testimonial

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# Client Overview

To develop a more focused and effective strategy, we begin by building a clear understanding of the client's environment, challenges and priorities, while assessing the development needs of participants.

**Key Info:** 



## Industry

Healthcare & Aged Care, Not-for-Profit



## Delivery Method

Individual Coaching



## Leadership Level

Emerging, Frontline, Senior



## Development Areas

Communication, Performance & Accountability, High-Performing Teams

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# Challenge

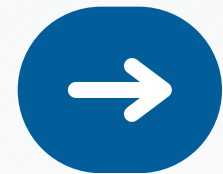


RSL LifeCare needed to build leadership capability across more than 180 regional, frontline and emerging leaders working at over 50 sites across NSW. Many leaders had progressed from technical roles without formal leadership development, while long shifts, varied experience and a major organisational change agenda required a flexible, highly tailored approach.



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# Solution



## Tailored Leadership Program

Delivered cohort-specific development aligned to different leadership levels and needs.

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## Personalised Coaching

Provided remote 1-to-1 coaching focused on individual development priorities.

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## Flexible Delivery

Accommodated diverse work contexts across dispersed regional and rural teams.

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## Workplace Application

Enabled leaders to apply practical learning directly within their roles.

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# Program Results



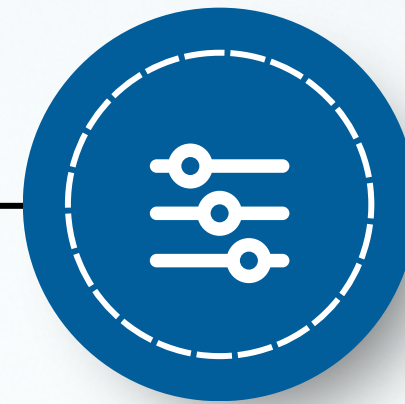
## Customer Impact

+27 improvement in stakeholder communication and customer-focused leadership.



## People Leadership

+23 improvement in team cohesion and strategic contribution.



## Growth & Accountability

+31 improvement in accountability for growth, standards and quality.



## Measurable Development

Behaviour assessments conducted at commencement and after 12 months showed improvement across all three focus areas.

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# Testimonial



“The customised development program has been tailored to the needs of different departments, leadership levels and backgrounds, across a dispersed regional and rural team. Feedback from the coaching sessions have been particularly pleasing, as I have witnessed real behaviour changes from leaders on the program. The front-line managers have reported to me feeling much more valued and supported over this last year with your involvement.”

**Laurie Leigh**

Former Chief Executive Officer





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