

Comprehensive Leadership Development and Coaching Across a Multi-Brand Organisation

Scalable, long-term leadership development solution

Our client, a large, values-driven organisation with operations spanning Australia and the Pacific, sought to strengthen leadership capability at both executive and high-potential levels. With multiple operational arms and affiliated brands—including sectors in education, health, wellbeing, and aged care—the organisation needed a scalable, long-term leadership development solution. Key priorities included aligning leadership growth with strategic goals, building consistent leadership capabilities across geographies and cultural contexts, and embedding a coaching mindset across the organisation.

Taplow Solution

To meet these needs, we partnered with the client to co-design and deliver a 10-month Executive and High-Potential Leadership Development Program, building on a successful foundation established since 2021. A team of nine psychologists led the program's delivery, with additional support from Indigenous coaches to tailor the experience for participants across the Pacific region.

Our approach was comprehensive, covering strategic advisory through to individual coaching. Key elements included:

- Advisory support in developing the client's 5-year leadership strategy.
- Design of a Leadership Capability Framework to underpin all leadership initiatives.
- Consultation on the launch of a Leadership Academy and program architecture.
- Background briefings and career review interviews with each participating leader.
- Individual 360° assessment debriefs using The Leadership Circle (TLC), followed by 2-hour feedback sessions.
- Leadership simulations co-designed with Harvard Business School for real-world application of leadership capabilities.
- Individual development planning sessions focused on assessment insights and growth opportunities.

Leadership Advisory and Performance

- Triangulation meetings with leaders and their managers to consolidate feedback and define development goals.
- A structured coaching journey including six one-on-one sessions per participant.
- Delivery of a “Leader as Coach” workshop tailored for high-potential leaders.
- Administration and evaluation of 360° reassessments 12 months post-program to measure development progress.
- End-to-end program evaluation, including data analysis and reporting on impact.

Outcome

The program has delivered significant impact across four cohorts of leaders. To date, it has included:

- Delivery of four group launch sessions.
- Over 90 career review interviews and 120 360° assessment debriefs.
- Creation of tailored development plans for all participants, endorsed by their managers.
- More than 600 individual coaching sessions delivered.
- Design and facilitation of two bespoke leadership workshops.
- Implementation of a robust program evaluation framework, including a second round of 360° assessments to measure growth and goal attainment one year post-program.

The program has become a cornerstone of the client’s leadership development strategy, supporting both individual leader growth and organisational capability building in a measurable, strategic, and culturally responsive way.

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