



People grow  
your business.

We are the people  
development people.

For more info visit  
[www.lma.edu.au](http://www.lma.edu.au)

Creating  
exceptional  
results for  
and through  
people.



LMA has been operating at the forefront of providing successful business solutions through people development since first established in Australia in 1973. As a Registered Training Organisation (RTO) in Australia, we have graduated over 150,000 Participants through our Unique Learning and Development Process throughout Australia and New Zealand.

These Participants have come from small and medium sized organisations through to major corporations and government departments. The work we do is not restricted to any particular industry type, company or organisational structure. We work with people.

We are the people development people.

# It's people that determine the success of your organisation.

At a time when organisations across Australia and New Zealand are finding it increasingly difficult to attract and retain good people, investing in the people you already have is not only wise, it's crucial. Each and every one of your people has the potential to improve.

Imagine the difference it would make to your organisation if your people were fully engaged and working to their full potential.

We will compare where your people are now against where you'd like them to be and bridge that gap. We call this process 'Gap Resolution'. Gap Resolution will change the dynamics of your workplace.

Through developing your people to become better communicators, more organised and better equipped to resolve issues, the productivity of your organisation will significantly improve. Your people will become more engaged and feel more confident and valued. They will want to make a positive contribution to the organisation's success.

The immediate flow-through effect on your entire organisation will be visible with higher morale, higher job satisfaction, higher productivity and higher profitability. We know you'll be pleasantly surprised. In fact we guarantee it.

Your investment in your people will create a positive, dynamic and enviable work environment that will attract and retain the best talent in your industry. There can be no greater competitive advantage.



Ultimately you need only to ask yourself, are people important to my organisation?



Our Unique Learning and Development process will provide instant and sustained improvement in the performance and productivity of your organisation through the development of your people.

#### OUR FOUR KEY POINTS OF DIFFERENCE

**1. We don't train people, we develop them, and there's a massive difference.**

Information received through traditional training methods is quickly forgotten. However, if you actually change and improve people's attitudes and behaviour, their value to your organisation will continue to grow indefinitely.

**2. We don't follow trends, we create them.**

We do things differently – from the techniques and methods we employ to the resource materials we provide. Everything about LMA is geared towards creating immediate and lasting improvement, not just band-aid solutions.

**3. We don't just talk about results, we achieve them.**

Our unique learning and development process converts new learning into improved performance, leading to measurable results in the workplace. It's been proven across countless Australian organisations and thousands of people over 50 years.

**4. We don't give out tick and flick qualifications, we make people earn them.**

We challenge Participants to make a genuine commitment to invest their time, effort and perseverance to learn, develop and grow, both personally and professionally. Our Graduates are proud of their accomplishments and their new success.

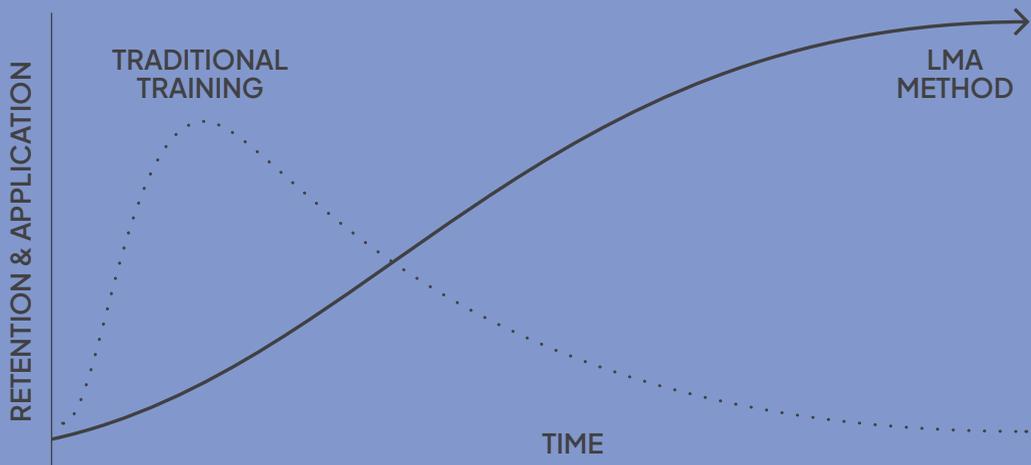
**As a client, we provide you measurable results and an identifiable return on your investment in your people.**

## UNIQUE LEARNING AND DEVELOPMENT PROCESS

Our Unique Learning and Development Process combines the best of our professional Australian expertise with leading edge information from our Leadership Management International (LMI) partners in over 60 countries worldwide to develop customised solutions for our Australian and New Zealand clients.

### THIS PROCESS GUARANTEES

- Consistent professional delivery nationally.
- Lasting attitudinal and behavioural change.
- Measurable results against predetermined objectives and outcomes.
- An identifiable Return on Investment (R.O.I) and Return on Expectations (R.O.E).
- Fully aligned and integrated learning and development opportunities and pathways.



## METHOD

To begin, we'll meet with you and your Participants. Between us, we will agree on the specific and measurable objectives and outcomes to be achieved during the course.

Our fully accredited Facilitators will then lead interactive workshops that encourage participation and promote confidence. The workshops are timed to keep workplace disruption to a minimum. LMA's blended learning approach, employs spaced repetition and multi-sensory impact learning to address the various ways people process

information. As a result, the learning is retained and applied.

The LMA Learning Partners will constantly review your participant's progress and provide individual support to ensure their new learning and competencies are applied back into the workplace to achieve the predetermined objectives and outcomes. Results will begin to show immediately.

**Our primary concern is the continuous beneficial effect the development of your people will have on your organisation.**

## RESULTS

It's not a simple thing explaining the effects LMA can have on people and the organisations that employ them. Because we work on an individual basis with people who come from various industries and have diverse backgrounds, ambitions and needs, their results and outcomes manifest in a multitude of ways.

However, there is a commonality. Our clients see an instant improvement in their peoples'

attitudes and performance. They become more engaged and feel more valued and confident.

Examples of the success LMA Participants achieve can be found throughout this brochure and on our website. Please take a moment to read them.

**After all, it's people that determine the success of your business.**





# Our Values

## Always

→ Leading

→ Present

→ Open

→ Focused

### RELATIONSHIPS

Given our professional preoccupation with people, it should come as no surprise that above all else we value the relationships we foster with our clients.

LMA has partnered with many of Australia's leading organisations to develop customised solutions to:

- Meet specific people development and improvement objectives
- Upskill their leadership teams
- Create succession training and development programs
- Achieve major cultural change initiatives
- Implement Operational Excellence through lean-based Competitive Systems and Practices
- Provide non-accredited training in areas of both leadership and lean implementation

- Provide specific consulting, coaching and support for the implementation of major projects

These solutions include both accredited programs with nationally recognised training qualifications, non-accredited programs and short courses including:

- Leadership and management development
- Sales performance development
- Productivity Improvement
- Enhanced customer service
- Implementing Competitive Systems and Practices

The genuine and quantifiable results we've achieved for our clients, by developing their people, have helped us forge strong, enduring relationships with them.

**Measured increases in productivity and performance cement the bond of our professional relationships.**

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MANAGEMENT  
AUSTRALIA

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