Barossa Hills Florio Local Health Network

The Leadership Circle Profile: Business Success Story

THE CHALLENGE

Barossa Hills Florio Local Health Network (BHFLHN) faced significant challenges as a newly established organization in July 2019. The team had to navigate through a devastating bushfire season followed by the COVID-19 pandemic. These events led to high levels of stress and burnout among the team members. Additionally, the organization needed to integrate a diverse group of leaders and establish a cohesive leadership culture.

THE APPROACH

To address these challenges, BHFLHN invested in a comprehensive culture and leadership program. The program included the use of the Leadership Circle Profile and the Collective Leadership Assessment to help leaders understand their impact and develop a common language for leadership. The program also involved executive coaching, group coaching, and the Growing Leaders Program, which was tailored to BHFLHN's needs.

Rebecca Graham, CEO of BHFLHN, emphasized the importance of this investment: "The one thing that I am so delighted with was the fact that we continued to invest in our culture and leadership program. It enabled us to lean in very safely with trust and lean in with discomfort, forging strong, necessary relationships as a leadership team and creating a positive ripple effect throughout our organization."

Implementation

1. **Leadership Circle Profile and Collective Leadership Assessment:** These tools were used to provide feedback to leaders about their leadership styles and the impact they had on their teams. The assessments were conducted in October 2019 and again in November 2022 to measure progress.

2. **Executive Coaching and Group Coaching:** Executive and senior managers received individual and group coaching to help them develop their leadership skills and address challenges.

3. **Growing Leaders Program:** This program was tailored to BHFLHN and included self-assessments and leadership development workshops.

4. **Virtual Implementation:** Due to the pandemic, most of the program components were delivered virtually,

which required a focus on maintaining engagement and presence in an online environment.

THE RESULT

The investment in the culture and leadership program led to significant positive changes within BHFLHN:

- **Improved Leadership Culture:** The assessments showed a massive shift toward a more creative and balanced leadership culture. The gap between the desired and current culture significantly closed.

- **High Performance:** Despite the challenges, BHFLHN maintained high performance ratings and was recognized for its effective response to the pandemic, including leading in COVID-19 testing and vaccination rates.

- **Positive Feedback:** The organization received positive feedback from accreditation assessors and the community, highlighting the dedication of staff and the strong leadership culture.

Rebecca Graham shared her thoughts on the outcomes: "We have got a reputation for delivering. We have got a reputation of having a good culture, which is fantastic to hear back. I hear a lot of people saying, 'There's something going on in BHFLHN. We don't know what it is, but it looks really good and everybody wants to work there.'"

CONCLUSION

The comprehensive culture and leadership program at BHFLHN proved to be a critical investment during challenging times. It not only helped the organization navigate through crises but also established a strong foundation for future growth and success. The program's

success demonstrates the importance of investing in leadership development and maintaining a focus on culture, even in the face of significant external challenges.

Rebecca Graham concluded: "If we had not had this culture and leadership program in place during the last four years, I think I would have seen a much more serious impact on our team. I think I would have lost more members of my team, and that would have had an overall impact on our performance."

Watch the video - full version

Watch the video - condensed version

LEADERSHIP CIRCLE