

PROGRAM:

# CARLISLE HOMES BSB51918 DIPLOMA OF LEADERSHIP AND MANAGEMENT



## DURATION

2017 - ongoing



## NO. OF PARTICIPANTS

15 participants annually



## LOCATION

Melbourne



## DELIVERY MODEL

Face-to-face



## NET SATISFACTION SCORE

100



## THE SOLUTION

Leveraging a refined approach to bespoke learning design, Swinburne Professional customised an accredited Diploma of Leadership and Management that focused on fostering cross-department collaboration and providing practical learning opportunities. Notably, work-based projects were integrated into the program to give participants the opportunity to work in teams to develop innovative solutions for complex business problems that would result in a direct return on investment (ROI). This holistic program delivered via a series of full-day workshops and on-site projects moved participants through the qualification efficiently.

## PROGRAM BRIEF

Carlisle Homes is a multi-award winning Victorian home builder who has successfully built 10,000 quality homes over the last 15 years. With a move to new state-of-the-art premises on the horizon, Carlisle were determined to further embed their unwavering commitment to service excellence and innovation across each division of the organisation.

Carlisle Homes identified a need for focused, hands-on leadership and soft-skills training. Key aims were to:

- Provide leadership training to current or future People Leaders to foster high performing teams.
- Deliver leadership and soft-skills training to highly-skilled construction specialists.
- Increase collaboration through shared training.
- Further develop collaboration to grow an already excellent customer service team.



**Working with Swinburne Professional was the definition of partnerships. They aimed to understand and support our vision in a constructive and collaborative way.**

## LEARNING AND DEVELOPMENT TEAM

*Carlisle Homes*

THE SMARTS OF A UNIVERSITY. THE AGILITY OF A CONSULTANCY.

**SWINBURNE PROFESSIONAL**

**1800 633 560**  
[swinburne.edu.au/professional](https://swinburne.edu.au/professional)

Training Organisation Identification (TOID): 3059

# CARLISLE HOMES

## BSB51918 DIPLOMA OF LEADERSHIP AND MANAGEMENT

### THE RESULTS

Now in its third year of delivery, the program continues to be a success reporting a Net Satisfaction Score of 100. This result is bolstered by both the dedication of the program's lead Facilitator, Shannon Cooper, and the commitment of Carlisle Homes L&D personnel who provide unwavering support for participants throughout the learning journey and ample opportunities to put learning into practice.

Shannon provided excellent coaching to the project teams to reflect their personal working styles and foster collaboration. The project teams each worked on a current complex workplace problem to 'hack' and develop sustainable business solutions.

The participants all successfully obtained qualifications, with all projects delivered on time and to scope. An analysis of the skills of the participants before and after undertaking this training showed an improvement of up to 25% regarding the key capabilities delivered in the program.

It was also identified that the organisation developed the overarching ability to continually develop the skills of every staff member following the completion of the program.

The customised Diploma in Leadership and Management for Carlisle Homes has improved the skills of the participants and was successfully delivered on four highly complex business projects.

This program is running again for the third year and will no doubt continue to embed the ethos of innovation and service excellence throughout Carlisle Homes.



### PARTICIPANT RATE OF SATISFACTION WITH

99%

COURSE  
CONTENT

96%

THE OVERALL  
EXPERIENCE

100%

THE  
TRAINER



**Completing the Diploma of Leadership and Management through Swinburne Professional has been instrumental in my development as a leader.**

**DIMITRA VAVITIS**

CLE Team Leader  
Carlisle Homes

### CONTACT US

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