

# Transformational Capability Drives Success

**Logan Water** is committed to managing the city's drinking water systems to provide safe, high-quality water services that ensure the protection of public health and the environment. They work closely with other water service providers and the state government to supply water and wastewater (sewerage) services to the community.

Commencing in 2020, Logan Water has been undergoing a significant transformation, which will align the current three divisions to one collaborative Logan Water business.

In 2021, Logan Water selected QUTeX to develop a bespoke change leadership program for its leadership team, as a result of QUT's demonstrated capability and experience in designing and delivering successful similar programs. The contextualisation of the program for their business, was also essential.

## The Client

The City of Logan is a young and vibrant community. Created in 1979, the city has had rapid growth. Their purpose is "to make a positive difference in people's lives through the quality of the services we provide" and "to be an organisation where our staff pursue excellence in all that they do with high levels of personal job satisfaction."

The city owns, operates, and maintains water and wastewater assets including land, buildings, infrastructure, and plant equipment. Logan City Council is committed to providing safe and reliable water supply and wastewater services, and quality customer service to its customers and residents, using environmentally sustainable practices.

## The Challenge

The newly formed leadership cohort of Logan Water required enhanced capability, to support the shift to becoming one innovative and high-performing team.

The Leadership Development Program was designed to uplift their capability, harnessing the things that were already great -like outstanding customer service and service continuity - and deliver benefits to the business by developing skills such as financial acumen.

*The new leadership cohort will make Logan Water a great place to work and confirm 'what we say is what we do'.*



## Partnership at a Glance

Faced with the challenge of combining three divisions into one collaborative organisation, Logan Water identified the need to build their leadership cohort with the skills to be able to embrace and adapt to change, embrace new technology, and new ways of working.

QUTeX worked with Logan Water to design a bespoke leadership development program using QUT's expertise in transformation and leadership to develop the organisation's emerging priorities.



December 2021



Logan and Brisbane



Local Government



Logan Water Leadership Development Program  
A series of 4 workshops with coaching sessions delivered at QUT's Gardens Point Executive Education Centre



## The Solution

The program brought to life the vision for leadership under the new Logan Water model by developing consistent leadership capability across the business, establishing the foundations of good leadership, and allowing leaders to look up and realise new ways of working.

Before program design and delivery, a thorough diagnosis was conducted, to help understand Logan Water's key organisational issues and needs.

Designed as a leadership intervention, the Leadership Development program was customised to suit the dynamic needs of the team and help with the organisations transition and growth.

Specific modules were developed to upskill the team in financial management, leadership practices and leading in complex environments. Innovative workshops provided a safe environment for the whole team to learn and grow.

Profiling exercises helped to build self-awareness, emotional intelligence, and social fluency. These exercises were designed to help the team develop strategies to lead through this time of significant change.

Included in the program was group coaching and high-impact projects that embed key leadership practices into actions.

**A key measurement of the success of the program was summed up by Logan Water General Manager, Mike Basterfield,**  
*"Our investment in the program has been really worthwhile. We've seen our leaders grow and we now have an enhanced structure for leadership within the Logan Water business,"*

## The Results

One of the key elements to the success of this program was having the whole management team learn and work together. Learning together has helped them to grow and become a more effective, innovative, leadership team.

Participant feedback about the tools and skills they learned was positive, particularly about how they are now better equipped to manage their teams through this time of change and growth.

When reflecting on the outcomes of the program Boyd Batholomew, Transformation Lead at Logan Water commented,

*"(This program) has helped stabilise and integrate the leadership cohort for Logan Water, which was a key element of our Transformation Program."*

## About QUTeX

QUTeX collaborates with large and small public and private sector organisations to design, develop and deliver customised leadership education and coaching programs.

QUT's Faculty of Business is the first in Australia to earn the Triple Crown — all three international accreditation symbols of excellence from the world's leading business school accrediting bodies.

With our nimble and client-focused approach to corporate education for the real world, and access to experts on a wide range of topics, QUTeX will work with your organisation to create and execute a program that meets and exceeds your business' needs.



## Get your team future fit. Fast.

For more information about this customer success story or to learn more about the custom learning solutions offered by QUTeX, please contact:

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