

Case Study

Leading Through Change program for emerging and mid-level leaders across AU and NZ operations

Organisation

FMCG / food and beverage company, Australia and New Zealand

Participants

Multiple cohorts of emerging and mid-level leaders across production, operations, and support functions

The opportunity

The organisation operates in a sector facing constant change: supply chain disruption, shifting consumer preferences, and evolving workplace expectations.

Emerging leaders were stepping up, but many lacked frameworks for processing their own reactions to change, let alone guiding their teams through it. Senior leadership moved through change faster than middle management, middle management faster than frontline teams. That lag was creating friction.

The business needed a critical mass of leaders who could carry change through the organisation.

The approach

A multi-phase program that evolved across cohorts based on what was landing and what needed adjusting.

Delivered in a blended format: in-person sessions combined with online kick-off, sustainment, and ROI outputs. Behavioural tools covered the emotional response cycle, the trust formula, and the Johari Window. Change-specific content addressed the Change Curve, barriers to change, moving from fatigue, and building others through recognition.

All activities were grounded in participants' actual work.

“The session was insightful and detailed and relevant to the change management process we are about to go through, giving us great confidence to roll out.”

Relevant Feedback

96%

Content useful for role

100%

Facilitator engagement and expertise

86 (zero detractors)

NPS (average)

Key outcomes

72%

Change adoption rate improvement (against benchmark)

18%

Team engagement during change periods

2.3x faster

Time-to-adoption for new initiatives