

Creating exceptional results through people.



LMA delivery formats

We can deliver our courses in the following formats to suit the varied needs of our clients:

- **Open**
- **Strategic In-House**
- **In-House**
- **Client-Supplier In-House**

Open

We regularly run our development courses in an “open” environment where participants from a number of different organisations participate and work towards the achievement of their own business and personal development goals.

In such courses LMA works with the client organisation to ensure that the individual’s goals and development needs are addressed and results are measured from both the participant and their organisation’s/department’s perspective. Participants also benefit from interaction with others in separate businesses.

Return on Investment is measured against pre-determined participant and organisational goals and objectives.



In-House

In many cases, our clients wish to address the individual development needs of their own people without taking people off-site and/or without focussing on overall organisational objectives. This is where the in-house format is of great value. We work with a group of people from the same organisation, towards their individual development needs, on their premises, so that the effects of improved business and personal performance are evident in different departments of that organisation. In addition, our clients use this approach to ensure that separate departments gain a clearer understanding of their colleagues in other departments.

Return on Investment is measured against the individuals’ impact on their departmental goals, thereby impacting overall business performance.



Strategic In-House

As opposed to our in-house format, where participants can be from different departments or divisions within an organisation, this delivery format is designed to develop a group of people from within the **same** department or division, towards the achievement of specific organisational goals. This format can also apply to a project group.

Delivery is timed to our clients' schedules and normally takes place on our clients' premises.

Return on Investment is measured against the pre-determined organisational goals and objectives.



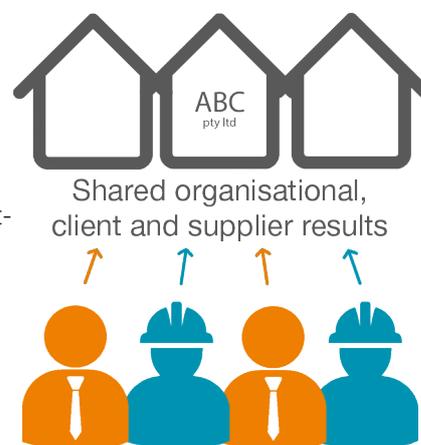
Client-Supplier In-House

Relationships with key suppliers can impact an organisation's product quality, delivery timelines, competitive edge and trading terms.

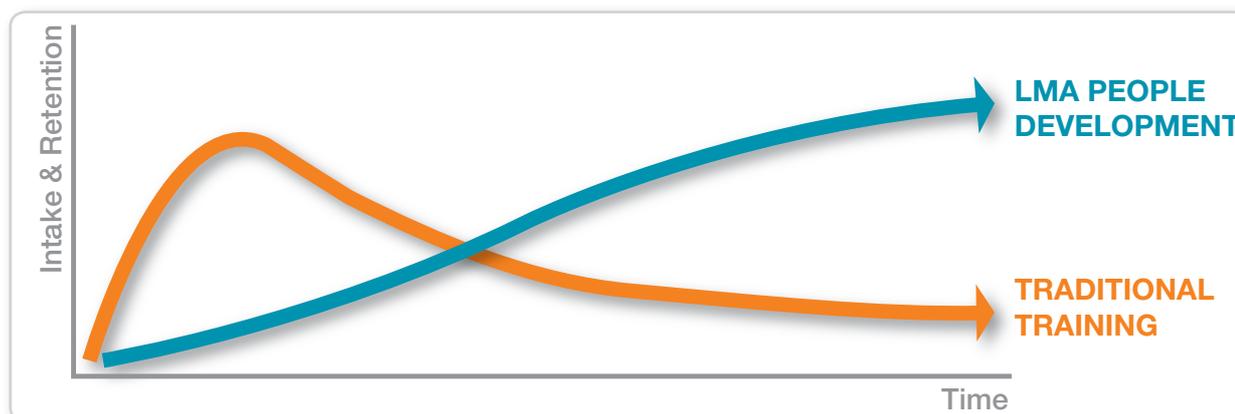
Equally important is the relationship organisations have with their key clients. If left unattended key clients can easily be lured away by competitors.

Relationships are not built by organisations - they are built by people. Bringing together your key people with your key clients and suppliers using LMA's client-supplier in-house format creates an experience which galvanises relationships.

Return on Investment is measured from all parties perspective and against the desired business objectives of the partnership.



The unique LMA delivery and learning process



To discuss how we can help you achieve exceptional results in your organisation, contact us on (Aust) **1800 333 270** or (NZ) **0800 333 270** or visit **www.lma.biz**