



Case Study: HTN

Photo by Caroline Attwood

Inspiring a group of leaders to become a team

The Challenge

To cement their recent restructure, Australia's largest Hospitality Group Training Organisation, HTN, needed their new leadership team to quickly work together more effectively. At stake was the strength of the leading training pathways for chefs and butchers in Australia. In fact, thousands of apprentices and trainees in hospitality and foodservice have chosen HTN to develop their skills and knowledge via work placements and commercial training. However, HTN's leadership team included new faces, and there were a host of new processes, roles and responsibilities that HTN's senior staff needed to put into practice through effective teamwork and leadership. 360HR was engaged to assess the situation and then provide detailed recommendations on what actions could be taken to improve collaboration and individual performance.

FACTS

Industry:

Tourism, hospitality and food services

Products / Services:

Training and employment of apprentices

Website:

www.htn.com.au

The Solution

To prepare, 360HR's Director, Di Pass, surveyed HTN's senior staff and conducted detailed discussions with HTN's CEO, Michael Bennett. Di then developed a simple-but-powerful solution to catalyse teamwork. First, Di conducted DISC assessments via questionnaires and interviews with all leadership team members. These assessments allowed individuals to understand their emotions and behaviours, and the emotions and behaviours of their teammates. By bringing to life the detailed results at a structured workshop, Di allowed the leadership team to change how they saw themselves and each other and improve how they worked together.

The Result

Thanks to 360HR's solution, a group of individual leaders quickly became a team. In particular, the leadership team's communication and collaboration improved markedly. Progress has also been seen in the leadership team's individual performance and development plans. Taken together, these improvements have enabled HTN to improve service delivery, and thereby training results, for thousands of hospitality and foodservice trainees and employees.

"An inspiring process that has allowed HTN's senior staff to vastly improve how we collaborate and work together as a team."

Michael Bennett, Chief Executive Officer, HTN



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