

AITD Excellence Awards 2015



27 NOVEMBER 2015
SYDNEY MASONIC CENTRE

PROGRAM

Welcome

Master of Ceremonies – Tim Stackpool

AITD Chief Executive Officer
– Elizabeth Robinson

Award Presentations

Entree

Award Presentations

Main Course

AITD National President – Michael Werle

Award Presentations

Dessert

Award Presentations

Farewell

DINNER MENU

ENTREE

Atlantic smoked salmon, celeriac & dill remoulade, tomato salsa with extra virgin olive oil (Gluten Free and Dairy Free)

Chargrilled vegetable & haloumi timbale, crisp wonton w/ peppered tomato coulis (Vegetarian)

MAIN COURSE

Dukkah crust lamb loin, roast garlic chats, buttered greens w/ honey thyme jus (Gluten Free)

Seared saffron spiced chicken supreme, Moroccan spiced cous cous w/ citrus & paprika sauce

DESSERT

Crème caramel, burnt orange caramel drizzle, Chantilly cream (Gluten Free)

Double chocolate cookie cheesecake, mixed berry compote, clotted cream

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WELCOME

It is a pleasure to welcome you to the 2015 AITD Excellence Awards. Since 2001 the AITD Excellence Awards have recognised achievement in training, learning and organisational development.

This year AITD introduced new categories to better reflect the changing nature of learning and development by including awards for social/collaborative learning, gamification/simulation in learning and talent development programs. The response from the profession was positive, with many entries in these new categories.

We have also renamed the Learning and Development Professional of the Year award in memory of AITD Fellow Dr Alastair Rylatt. Dr Rylatt's contribution to learning and development in Australia is significant and it is fitting that an award recognising individual achievement should be named after a man who gave so much to our profession.

I would like to take this opportunity to thank the AITD members for their entries in this year's Excellence Awards. The nominations were of the highest quality and as such all Finalists should be proud of their achievements.

Tonight we come together to celebrate. I encourage you to network amongst your peers, share stories, celebrate achievements and learn from others' innovation and success. Congratulations to all the Finalists for this year.



Michael Werle
AITD National President

MASTER OF CEREMONIES

Tim Stackpool is a highly sought after Master of Ceremonies for both corporate and public events. He is an Australian born TV and radio professional. Tim also works as a trainer to individuals and groups wanting to improve their on-camera presentations. Based in Sydney, Tim has been engaged to undertake duties across Australia and globally for various clients and conferences. Tim can be contacted through yourmc.com.au.

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Best Implementation of a Blended Learning Solution Award Finalists

beyondblue, Principals Australia Institute, Liquid Interactive and Pi Films - *MindMatters*

Designed to reduce the strain on mental health services, *MindMatters* teaches secondary school staff how to create and implement a mental health strategy that is ideal for their school community, covering everything from promotion and prevention to early intervention. Using a comprehensive 20-module framework which combines online learning and extensive field support, *MindMatters* has been implemented by almost 600 schools.



Holcim Australia Pty Ltd and Growth Engineering Limited - *Holcim Australia Sales Academy*

Faced with changing market conditions, Holcim needed to invest in a comprehensive training program to stay ahead of the competition. In partnership with Growth Engineering, the *Holcim Australia Sales Academy* was developed as a hub for an extensive blended learning program. The results have shown increased skills and confidence in the sales teams, improving sales performance across the business.



Hudson Global and Random Thoughts Learning Solutions - *Hudson Edge*

The Hudson Career Transition team partnered with Random Thoughts Learning Solutions to create a new vision, approach and product offering. *Hudson Edge* is a blended learning program to support those affected by organisational restructure - helping them find another job or make the right career move. The program has resulted in an increased offering for participants while significantly reducing costs to the business.

Hudson

National Australia Bank and Cadre - *NAB Inspire Program*

NAB's *Inspire Program* was created to drive behavioural change among the retail staff working out of NAB branches. *Inspire* is focussed around curious conversations and consistent connections with people and customers at heart. The philosophy 'life learner' underpins the blend of eLearning, professionally produced videos, face-to-face workshops, virtual classrooms, one-on-one mentorship and accredited coaching models. This program allows the learner to bring all of themselves and their personalities to work every day providing a genuine, personalised service experience and exceeding customer expectations.



Philips Dynalite and Liqid - *Systems Associate - Office*

Philips Lighting is moving from a product focus to a systems and services one. To support the transition, the *Systems Associate* training program was designed. The program uses a blended learning approach incorporating webinars, eLearning, classroom learning and simulations. It was designed in 2015 and rolled out globally to a large internal Philips audience with the aim being to rapidly build the competence of end users in sales and marketing.



Telstra Corporation Limited, TP3/Purple Learning and Be Learning - *Global Contact Centre Learning Curriculum*

The *Global Contact Centre Learning Curriculum (GCCLC)* was designed to focus on employee behavioural development needs and upskilling leaders to drive sustainable behavioural change amongst their people. Based on the 70:20:10 framework, GCCLC provides a scalable, sustainable and consistent, ongoing blended learning solution for agents and people leaders across Telstra's Global Contact Centres.



Toyota Financial Services and Savv-e - *Toyota for Life*

The *Toyota for Life* initiative was developed to further define and elevate the customer experience offered by Toyota staff and dealer networks. Using a blended learning program encompassing storytelling, visual media, eLearning and face-to-face training, *Toyota for Life* targeted the culture and mindset of the organisation to build staff alignment, behaviours and practices to benefit the staff, customers and ultimately the business.



Westpac - *'10' Customer Service Excellence*

The Westpac Group developed the *'10' Customer Service Excellence* program as a customer service initiative to drive relationship building with staff, customers and internal stakeholders. Aligning the blended learning solution to organisational goals, the program brings together facilitated training, action learning, knowledge management and coaching to empower staff, improve customer service and increase employee satisfaction and engagement.



Best Learning Organisation Award Finalists

O'Brien - Sales DNA Program

The Sales Centre is critical to meeting O'Brien's organisational goals in an increasingly competitive market. The *Sales DNA Program* was created to help individual Sales Consultants increase their appointment and net conversion rates through a holistic approach to learning incorporating practice and theory across workshops, coaching sessions and post-training support. The *Sales DNA Program* directly impacted the O'Brien bottom line, decreasing staff turnover and increasing sales.



Singtel Optus - Optus Learning Fiesta

The *Learning Fiesta* was launched as an organisation-wide learning and career initiative to create some excitement about and focus on learning. The strategic intent was to drive employee satisfaction by raising awareness of learning and learning opportunities for Optus people across the organisation. Through the program Optus people are encouraged to help themselves when it comes to accessing learning to support their own individual development and manage their careers.



Westpac Group and Be Learning - New to Bank Acquisition: Growing our Customer Base

The St. George Banking Group (part of Westpac Group) partnered with Be Learning to build sales capability for lending managers in a fun and engaging way. The highly practical program improves the skill and confidence of lenders to be effective at proactive calling and building relationships in their local areas. The results for individuals and the business have demonstrated a significant return on investment.



Best Use of Gamification/Simulation in Learning Award Finalists

Defence Housing Australia and Endeavour Interactive - *Defence Housing Australia 'Conflict of Interest'*

Defence Housing Australia and Endeavour Interactive worked collaboratively to develop a compliance training module which presented realistic conflict of interest dilemmas. Using the platform of a card game, the module aimed to familiarise learners with organisational policy in a meaningful way by challenging the learners to make ethical choices in complex scenarios. The ultimate goal was to facilitate widespread compliance across a geographically dispersed workforce.



Dexler Education Australia - *Life Saving Victoria - The Everyday Lifesaver App*

The *Everyday Lifesaver* app uses cross platform technology and gamification to teach Australian youth to save lives in everyday scenarios. The mobile eLearning experience is intended to replace the current face-to-face classroom training solution in an accessible, engaging and cost effective manner. Initially trialled with 4,000 year 7 & 8 students, it is now being rolled out more broadly.



Insurance Australia Group and Workstar - *MCP - Orbit Knowledge*

As part of a three year customer service transition, IAG wanted to create a learning solution that would not only support the transition but create high levels of engagement and enthusiasm with the staff. The learning solution was built around a story based detective game in which colleagues chose an avatar and solved a crime. The solution generated high levels of engagement, positive feedback from staff, and a smooth transition to the new system.



Singtel Optus - *Optus Network Ninja*

Optus developed this learning initiative for its frontline employees - a young, tech savvy workforce - to be able to competently and confidently manage conversations with our customers about the Optus network. The result was *Network Ninja* - a mobile gaming application complete with daily videos, push notifications, challenges, quizzes and leader boards - which engaged users and improved retention of learning.



Sydney Water and Savv-e - *Record Keeping Awareness - Your piece of the puzzle*

To improve Sydney Water's workplace record keeping practices, they worked with Savv-e to develop a visually-rich, fun and engaging game which rewarded learners through their participation. In addition to fulfilling a compliance requirement, the learning motivated staff to follow record keeping practices and encouraging better collaboration. Ultimately Sydney Water experienced a business-wide behavioural change from the learning initiative.



Best Talent Development Program Award Finalists

Downer - Downer Project Manager Capability Development

Downer's challenge was to build a unified approach to leading projects and to establish a minimum benchmark for defining and developing project talent. Downer delivered customised learning and development frameworks that address technical and behavioural skills to closely align with the Downer project management methodology. Through this, significant and measurable business benefits have been identified demonstrating a return on the investment.



Singtel Optus - Talent & Succession Management Framework

The Talent & Succession Management Framework was designed to provide Optus with the ability to identify, attract, develop and engage diverse talent, in an industry facing rapid change. Using the 70:20:10 model, this Framework utilises leadership programs, feedback tools and mobile technology. The Framework has enabled Optus to increase the number of high potential talent, remaining agile and responsive to customer and business needs.



Westpac - Shape your Future (Institutional Banking Services Capability and Career Program)

Westpac's *Shape Your Future (Institutional Banking Services Capability and Career Program)* is a career development initiative to support staff in Institutional Banking Services move their career forward. It is designed to empower individuals to take ownership of their career and development by equipping them with the resources they need to manage and navigate their career. This comprehensive program was well received by participants.



Best Use of Social/Collaborative Learning Award Finalists

Coca-Cola Amatil and Activate Learning Solutions - *Supply Chain Systems Certification Program*

Coca-Cola Amatil's Supply Chain has used social/collaborative learning as a key approach in an internal Systems Capability certification program. The program is tightly aligned with business strategy, and aims to improve business continuity and performance through the use of key operational systems. Approaches used in the program include knowledge sharing, user-generated content, communities of practice, and collaboration for problem-solving and process improvement.



National Australia Bank - *NAB NED Talks*

NAB designed its *Nimble Education Delivery (NED) Talks* in response to the challenges of having 42,000 employees dispersed across Australian and overseas. The program was designed with a 70:20:10 learning philosophy, as a low cost, simple social learning mechanism for people with a passion for sharing their expertise and connecting with their fellow employees.



Suncorp Commercial Insurance Learning Campus - *Made Better Series*

The *Made Better Series* was designed to empower the Frontline incorporate a customer first mindset and drive the need to collaborate better across teams and divisions. Using the latest research in neuroscience and neuroplasticity, emotional and social intelligence, mindfulness, employee well-being and neuro-linguistic programming, the series guides learners to a heightened awareness of their thinking styles and emotional responses to a situation.



Westpac - *Vendor Management Capability Program*

The *Vendor Management Capability Program* is a unique learning experience that combines personal learning, social learning and collaborative learning. It is intended to immerse individuals in their learning by providing a rich learning experience that allows them to control and direct where, when and how they learn. The program uses the organisational learning model 70:20:10 and focuses on on-the-job learning and learning through others.



Best Use of Technology in Learning Award Finalists

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Designed to reduce the strain on mental health services, *MindMatters* teaches secondary school staff how to create and implement a mental health strategy that is ideal for their school community, covering everything from promotion and prevention to early intervention. Using a comprehensive 20-module framework which combines online learning and extensive field support, *MindMatters* has been implemented by almost 600 schools.



Defence Housing Australia and Endeavour Interactive - *Defence Housing Australia - 'Physical Security Awareness'*

Defence Housing Australia wanted to educate their workforce on safe responses to physical security threats. Endeavour Interactive proposed the use of video to approximate real life as closely as possible and trigger the required emotional response. Learners worked their way through an interactive “choose-your-own-adventure” comic strip story. The result was a highly engaging compliance module which has increased employee confidence in managing potential threats.



Dell GL&D - *Dell RILT (Remote Instructor Led Training)*

With a rapidly expanding portfolio of hardware, software and solution products, Dell was faced with the challenge of providing training to its 42,000 global support staff and partners. This program uses remote learning technologies and practices to allow Dell to take advantage of specialised skills around the world, increase delivery scale and scope, provide training flexibility and greatly reduce training costs across the business.



Happening People and Simply - *www.ManagersDoor.com*

Happening People developed *www.ManagersDoor.com* as a ready to use online platform for people to manage themselves, their teams and their business in an easily accessible and timely way. The platform has thousands of ready to use resources including: templates, checklists and how-to guides to improve employee performance immediately. The broad topic range from time management, coaching teams to writing strategy has benefited a diverse range of organisations in Australia and overseas.



McDonalds Australia and Workstar - Business Leadership Practices Classroom Simulation

This program was designed to transition McDonalds' managers from operational focus to a strategic management and leadership focus. To ensure the training was effective at the restaurant level, a digital simulation was introduced into the face-to-face training programs, to assist with decision-making. Participants found this program added value to their learning experience and enabled them to apply their skills and new knowledge immediately.



MMG and Savv-e - Digital Learning Suite

MMG, in partnership with Savv-e, has recently developed and delivered a suite of three custom Induction eLearning modules to MMG sites and employees across the globe. Inducting new employees into MMG values, behaviours and expectations is a core need for the business. This *Digital Learning Suite* was designed to reach targeted employees with a consistent global message. The suite includes a visual story-based design, a 'flipped classroom' approach and a mobile app performance support tool.



National Disability Services and OpenLearn - The Disability Induction Program

The primary aim of the *Disability Induction Program* was to develop a solution that supported the attraction, recruitment and induction of new paid and unpaid employees into the disability sector. The learner is immersed into realistic interactive scenarios that provide an insight into working in the sector and enable them to gain a valuable virtual experience.



Nine Lanterns and Vodafone Hutchison Australia - Vodafone Learning

The aim of the project was to refine an existing learning management system to better support the future needs of the organisation, shifting from push to pull learning. The result was an easy access responsive system that included elements of gamification and social learning to encourage desired behaviour and promote collaboration and collective ownership of learning.



Samsung Electronics Australia and Learning Plan - *Samsung Plus LMS*

To cater to more than 8,000 retail staff across Australia, Samsung and Learning Plan designed and implemented a mobile device focused learning management system. The learning solution manages a large variety of diverse content objects including video, audio, animation, documents, learning modules and rich media formats. It also supports a mobile learning infrastructure which allows sales teams to reach a widespread workforce, improving customer service while instilling brand values, changing behaviours and driving sales.

SAMSUNG



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Telstra Corporation Limited and Loud&Clear - *Our Values Hub*

To drive a cultural change within its organisation, Telstra and Loud&Clear created an online learning platform, *Our Values Hub*. The hub is an accessible and interactive learning platform aimed at personal connection for Telstra's 35,000 employees. It was designed to accommodate various media types and showcases the values through video, surveys, imagery and animated infographics, as well as connecting employees through collaborative tools.



TP3 - *Australia Post 'Create Your Future'*

Australia Post is focused on increasing workforce agility so that their 32,700 employees are prepared for whatever the future may hold. The *Create Your Future* eLearning module was developed to give their mature-age employees the skills and knowledge to identify and plan actions for a later-in-life career change or retirement. The program focuses on the individual learner, utilising video, self reflection activities and learning exercises.



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The Dr Alastair Rylatt Award for Learning and Development Professional of the Year Finalists

In memory of Dr Alastair Rylatt, FAITD, this award is presented to an individual who has made a significant contribution to learning and development in the past 18 months.

Mark Anderson

Mark is General Manager at Endeavour Training and Development. Mark has made significant contributions to the safety of young adults through educating teachers about cyberbullying and digital footprint management. As a volunteer with the NSW State Emergency Services, Mark has been instrumental in the SES Cadet program. Mark has contributed to the body of knowledge through his work in mental health and wellbeing.

Dr Denise Meyerson

Denise is Director of Management Consultancy International. Denise is an entrepreneur, mentor and renowned speaker and author. She is known and respected for pioneering new methodologies, mindsets and paradigms to enable learning and development professionals to introduce exciting and innovative learning experiences. As a global master trainer of the LEGO Serious Play process, Denise remains at the forefront of hands-on, minds-on learning that engages participants of all levels.

Michelle Ockers

Michelle is National Technical Capability Manager, Supply Chain at Coca-Cola Amatil (CCA) and has led a transformation of the company's Learning and Development introducing a robust national approach to developing core technical capabilities via blended learning utilising the 70:20:10 framework. Michelle has contributed actively and generously to the development of other L&D practitioners and the profession as a whole through working out loud through her blog, online networks and conference presentations.

Caryn Walsh

Caryn is Managing Director of Pure Magic International Business Solutions Pty Ltd. As an international trainer, author, and conference speaker, Caryn has helped leaders and organisations in Australia and the South Pacific thrive. Caryn's contributions include working with a Fijian bank to build leadership capacity, assisting aged care providers to create a productive work culture, and coaching senior managers and business leaders.

The Mark Pompei Student Scholarship Award Finalist

In memory of Mark Pompei, this scholarship is presented to an individual who is a part-time student of learning and development in recognition of academic excellence and a commitment to the field of learning and development.

Abigail Sutton

Abigail Sutton is currently enrolled in a Bachelor of Management (HR) program at the University of Adelaide. In addition to her part-time studies, Abigail is employed at Beaumont Tiles as National Training and Development Specialist.

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