

Case Study

Hills Street Group

Improving team communication, efficiency and productivity with Whole Brain® Thinking



Keys To Success
Professional Learning Specialists



HILLS STREET GROUP
Phone 1300 661 296 Fax 1300 137 208

Industry: Workplace based Rehabilitation/
Injury Management Services

Project: To provide a self development
opportunity for all members of
the team

By Mary Brell—Director, Keys to
Success, Orange, NSW

Sharon Richens—Director, Hills
Street Group, Central South West
NSW

About Hills Street Group

Hills Street Group is an accredited workplace rehabilitation provider with WorkCover NSW. Originating in Gosford, NSW they now have offices located throughout regional and metropolitan areas of NSW.

Hills Street Group provides a range of injury management services to employers and injured workers. They are somewhat unique in their industry as they are located in smaller regional centres, unlike their closest competitors who are more than 2 hours away. The Central South West office works primarily within a 2 – 3 hour radius of Young, South West NSW, Australia. This means they can provide a very locally based service and forge strong networks within their community.

Their mission is to empower each other, and all individuals and organisations that fall within our sphere of influence, to perform at their highest level of functioning.

They provide a link for employers and their injured workers to facilitate safe and durable return to work outcomes. Developing a trusting relationship with clients is key to enabling clients to return to work in a timely and safe manner. They empower people who have experienced

psychological and/or physical injuries in the workplace to actively participate in their return to work process.

The challenge

Hills Street Group's Central South West team is a group of very experienced allied health professionals comprised of physiotherapists, occupational therapists, speech therapists and counsellors. Despite their varied clinical experience, they share a common skill set that requires them to be effective communicators to facilitate the process of getting people back to work.

They liaise with many different stakeholders involved in an injured worker's claim—the worker, their support person(s), the employer, the treating doctor, the insurer, the treating therapist (for example a physiotherapist or chiropractor), and a specialist—always communicating about the worker's progress or lack of it, identifying barriers to return to work and implementing strategies to overcome these barriers.

Successful injury management is based on early intervention so the team has to be assertive, yet compassionate and very clear in their communication. The work is very challenging and demanding at times and the ability to work with a huge variety of people and different personality and thinking styles is crucial.

The solution

Sharon Richens, Director, Hills Street Group, Central South West, first heard of the HBDI® at a 'Women in Business' seminar in Orange, NSW in 2008 where Mary Brell, Director of Keys to Success, was one of the presenters.

“As a result of the HBDI® training we have most definitely become more efficient in our daily work. Our productivity has increased as well as our turnover leading to a more profitable business all round.”

Sharon sat through the session challenging her own beliefs about her own thinking style and came away with a curiosity and desire to find out more about different thinking styles. Sharon engaged Mary's services in late 2009 for a one day training session conducted at the Young office for her team.

“I really wanted my team to undergo training that would help them not only in their professional working life but also their personal life and I feel the HBDI achieved this,” explained Sharon.

Each team member had their individual HBDI Profile debriefed by Mary Brell along with a HBDI Team Profile to help the team understand, value and leverage the individual and collective thinking styles of the group.

The results

The information has allowed a greater understanding and appreciation of the differences in thinking styles amongst the team members.

The team gained an understanding as to how to use the differences to their advantage when discussing upcoming projects.

As Sharon Richens says, “I now have a much greater awareness of how my team is thinking in any given situation. I have changed my communication style with certain team members rather than communicating to everyone in the same manner. I use the HBDI when planning team meetings, project teams and when deciding who is the best fit for a certain task. I find that it has become part of my everyday thinking at work and at home.

As a result of the HBDI training we have most definitely become more efficient in our daily work. Our productivity has increased as well as our turnover leading to a more profitable business all round. I really feel I understand my staff more rather than struggling with the challenges of “why can't they understand what I am trying to say?”

better results through Whole Brain® Thinking

Clients

Herrmann International Asia's clients include:

Air NZ	Flotech	Rutherford Group
ANZ	Frucor	St George Bank
Australian Central Credit Union	Janssen-Cilag	Southern Cross Healthcare
AXA	IBM	Telecom NZ
Bank SA	Manukau City Council	Transfield Worley
Bendigo Bank	Manukau Water Limited	The Warehouse
Coca Cola Amatil	Microsoft	Victorian Curriculum and Assessment Authority
CPA Australia	Ministry of Education	Warehouse Stationery
Department of Community Services QLD	Nestles	Westpac
Department of Conservation NZ	PNB Paribas	Worley Parsons
Department of Primary Industries	PricewaterhouseCoopers	Zespri
E-Time		

International clients

Herrmann International clients include:

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Bank of America	Johnson & Johnson	PR Donnelly & Sons
Barclays	Kaiser Permanente	Shell Oil
Boeing	Marriott Hotels	US Navy
Coca Cola	Morgan Stanley	Weyerhaeuser Corporation
Disney University	MTV Networks	Wharton School of Business
DuPont	National Semiconductor	Xerox
Frito Lay		



The Originators of Whole Brain Technology® and the Creators of the Herrmann Brain Dominance Instrument® (HBDI®)

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