

Transform your Organisation from the Inside Out

People, like plants, flourish under the right conditions, but what exactly are these conditions? Inside Out is a dynamic program aimed at instilling and improving the conditions under which people flourish, including:

- **Having positive, realistic mindsets**
- **Understanding personal values, purpose and direction**
- **Identifying and using key strengths at work**
- **Being resilient in the face of obstacles**
- **Finding work/life balance**
- **Having positive and supportive leadership**

Why focus on helping people flourish? Because any organisation looking for a competitive edge today needs **team members who are enthusiastic, positive, committed and engaged**. Such an organisation also needs **team leaders and managers that encourage, motivate and support** their people to embrace change, create innovation and achieve excellence.

To achieve such a positive, engaged culture, you need to first improve the mindsets of the people within.

What does the Inside Out Program Achieve?

Transforming individual mindsets is vital for any organisation that wants functional, happy, productive team members. Inside Out will help your organisation to:


- **Develop teams of engaged employees**
- **Attract and retain talented employees**

These issues are important in today's workplace as recent Gallup research¹ reveals that **82% of Australians are not engaged with their work**.

Add to this the **high cost of replacing employees**, which ranges from 70-200% of an employee's salary², and it makes sense to focus on retaining and motivating your people.

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“Deep change requires the retooling of ingrained habits of thoughts, feelings and behaviour”.⁸

Inside Out Methodology

Inside Out can be run in a number of flexible ways including:

- In-house training run within your organisation using the product licence option
- Gow facilitated face to face workshops
- Flexible, online learning modules delivered directly to the employee's email

Product Licence Option

Organisations can acquire a licence to run the Gow Inside Out programs within their organisation. The licence will enable the purchase of DVDs and facilitator guides to allow key internal personnel to facilitate the program using a range of flexible delivery options reflective of organisational needs. Examples include in-house training sessions, team meetings, focus groups and annual conferences.

Face to Face Training Option

Face to face workshops can be run by Gow's experienced trainers. Inside Out Essentials and Inside Out Leadership are each one-day programs for interactive, small group workshops.

On-line Modules Option

Using the on-line method, learning is developed incrementally, over a period of several months. This type of learning is an ideal, educationally sound way to sustain and reinforce a positive culture. A link for each module is emailed weekly to participants. Each module comprises:

- Video presented content
- Tools and activities
- PDF documents comprising comprehensive support notes

If all employees receive the email, team leaders/managers can use the support learning resources to facilitate discussion groups each week to support and encourage the learning in each module.

The advantages of a flexible online approach means that:

- The program can be run over multiple, geographically diverse sites
- There is no need to take people away from their job to attend training
- The incremental learning promotes new mental habits
- Modules can be used as a maintenance program to reinforce previous learning

Inside Out Client Profiles

Macquarie Generation, an electricity supplier based in the Hunter Valley, is working with Gow to implement Inside Out programs. Based at two power stations, Macquarie Generation generates up to 40% of the electricity requirements of New South Wales. Using a top-down approach, starting with senior leaders, Macquarie Generation has implemented the programs throughout the entire organisation.

"I have been a client of Gow Learning for more than eight years. In my present role I have worked closely with Gow in instituting a program designed to embrace values and behaviour commensurate with world's best practice. 'Inside Out' reflects the journey of change from inside our Corporation to those demonstrable accomplishments visible on the outside. I am delighted to report that the program has been made available to all of our employees and has been received very well and has set our corporate path in a positive, innovative and successful direction. Gow has demonstrated a level of professional expertise and customer orientation in building and delivering this program that would be enviable by their competitors. I unhesitatingly recommend Gow and look forward to their assistance in the continuing advancement of our Corporation."

– Col Peebles, General Manager
Human Resources

"This course provided an excellent look at why we should be positive as opposed to negative. If everyone puts just one of the skills into practice in their workplace they will benefit."

– Linda Gulliver,
Liddell Power Station

"Particularly valuable was Gow's Strengths Seeker. I found the course stimulating, motivating and very relevant to work, family and friends."

– Robert Clark,
Liddell Power Station

"The most valuable experience during the Inside Out course was learning about positive thinking and how to let go of negative thinking. I learnt to stop worrying about things and start concentrating on how to make changes for the better. I also learnt the way you think affects the achievements you have and that it is better to be positive and cultivate positive thinking."

– Victor Herring,
Liddell Power Station

"Inside Out made me realise how negative attitudes or thoughts can be really draining on me as a person and Macquarie Generation as an organisation."

– Dean Dunn,
Liddell Power Station

"It opened my mind! A very different course which I can apply at home and at work. I think if we can all learn by the content we will be much better off."

– Sally Quinn,
Human Resources

KONE Elevators

Gow has been working with KONE for over 15 years. Inside Out principles have been implemented extensively as part of the organisation's push to upskill and motivate all employees.

"The most valuable experience during the course was recognising fear, which leads to resistance to change, and doing something about it. I now feel more confident in managing change. It has been the most valuable training I have ever received and makes me feel more confident."

– Andrew Panagapoulos,
Operations Supervisor

"If you can ever have the experience, wherever you are, go with Gow!"

– Mark Anderson,
Branch Service Manager

"Brilliant! The program gave me expertise to achieve my goals with confidence. It has changed my way of solving problems."

– Ross Warner,
Operations Supervisor

"The program is leading edge, relevant, effective. Needless to say, we've built up a good relationship with Gow and have no hesitation in recommending them."

– David Deane,
Quality & Training Manager

South Eastern Sydney & Illawarra Health (SESAHS)

Gow is currently partnering with SESAHS, a public health organisation with 23,000 employees, to upskill and motivate their employees. Blended learning solutions are provided in a range of areas.

"I feel I have grown immensely, both professionally and personally. I have more confidence and a fresher approach to difficulties. I have learnt to approach the challenge without blinking. It's been wonderful."

– Lisa Stanton, Executive Assistant,
Sydney Hospital

"This learning has improved my self-esteem no end. Hats off and three cheers to Gow."

– Sheila Davies, Office Manager,
Prince of Wales Hospital

"I've learnt the fundamentals for improving my leadership style. The whole experience has been extremely helpful in continuously upgrading the performance and standard of our organisation. I would highly recommend this course to any staff member interested in making the work-life journey more inspiring."

– Petula Davie, Manager,
Calvary Hospital



In Summary

Implementing a program that is able to break through limiting mindsets and build up positive, more appreciative perceptions will enable you to:

- Retain talented employees and keep them actively engaged in their work
- Build a work climate that is enjoyable and fulfilling
- Build a committed work team
- Build committed, competent, enthusiastic and supportive team leaders
- Improve key business outcomes contingent on an engaged, motivated workforce, including:
 - Customer service
 - Sales
 - Safety
 - Productivity
 - Profitability
 - Quality

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*“Developing
optimistic
mindsets
results in better
performance,
greater job-
satisfaction,
higher retention
and less stress”.⁹*

9. Luthans, F. (2002). Positive organizational behaviour. *Academy of Management Executive*, 16: 57-76.

