

High-performance coaching for a high-performing culture



**5 CREW COACHES
SUPPORTING OUR 10
STEVEDORING CREWS**



**PROMISING RESULTS
ACROSS ALL
KEY MEASURES**

There is a lot of change happening at the port. We are focused on supporting our team through these changes, which are exciting but can also cause uncertainty. The stevedore team has been one of the most affected and experienced a drop in morale. We have acted fast to address this, with a six-month trial of a new high-performance coaching programme. We are only two months in, but the results are more than encouraging.



One-on-one engagement and support

The stevedoring team has been divided into 10 'crews', each with its own coach. Each coach oversees their crew's work and has one-on-one meetings with individual crew members every month to talk about things like performance and safety. This new approach to stevedoring management is blended with the principles of Situational Leadership® II, an existing people development framework for managers and leaders. Together these frameworks encourage enhanced communications and positive reinforcement. Our stevedores are responding well to the change: feedback to date has been extremely positive and the programme is driving real behaviour change.

Focused career planning

The programme encourages each team to work with their coach to plan their career paths in a way that has never been done before. Training is provided in a range of areas relevant for current and new roles at the port.

Early days, but results speak volumes

Feedback to date has been extremely positive – and this is evident in the key metrics. The teams are focused on three key measures – time in the seat, attendance and safety compliance. All three measures are up.

