# From Insight to Impact – Building High-performing BA Teams

## A case study: eHealth Qld




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# Today’s Case Study

## 01

**The Challenge**

What eHealth Queensland needed to solve

## 02

**The Solution**

Partnering to co-design fit-for-purpose capability uplift

## 03

**The Delivery**

The steps that made it work

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# 01 | The Challenge

## THE CORE PROBLEM

eHealth Queensland needed a tailored, measurable way to strengthen project delivery capability across nominated ICT project delivery staff.

## Specific needs:

→ Lift the capability, confidence, and consistency of project staff

→ Retain talent in a highly competitive market

→ Improve project performance

→ Create a positive and learning environment

→ Support time-poor teams

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# 02 | The Solution

**A 40-week Coaching & Mentoring program** | Tailored to eHealth Queensland's delivery frameworks and timelines | **Feb - Nov 2023**

### 🎯 Strengths-Based Coaching

Individual 1-on-1 sessions with experienced coaches.

### 👥 Group Masterclasses

High-energy team sessions to align skills across the cohort.

### 📊 Individual Competency Assessment

Baseline + milestone assessments tied to EHQ's Project Delivery Framework.

### 📋 Manager Engagement

Fast-start sessions for Practice Leads and Line Managers to support coachee growth.

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# 03 | The Delivery

*A structured 8-step coaching lifecycle, delivered over 40 weeks:*

1. Training Needs Analysis
2. Baseline Assessment
3. Individual Development Plans
4. 1-on-1 Coaching Sessions
5. Group Masterclasses
6. Bi-Monthly Manager Check-ins
7. Mid-Point & Final Evaluation
8. Graduation & Celebration

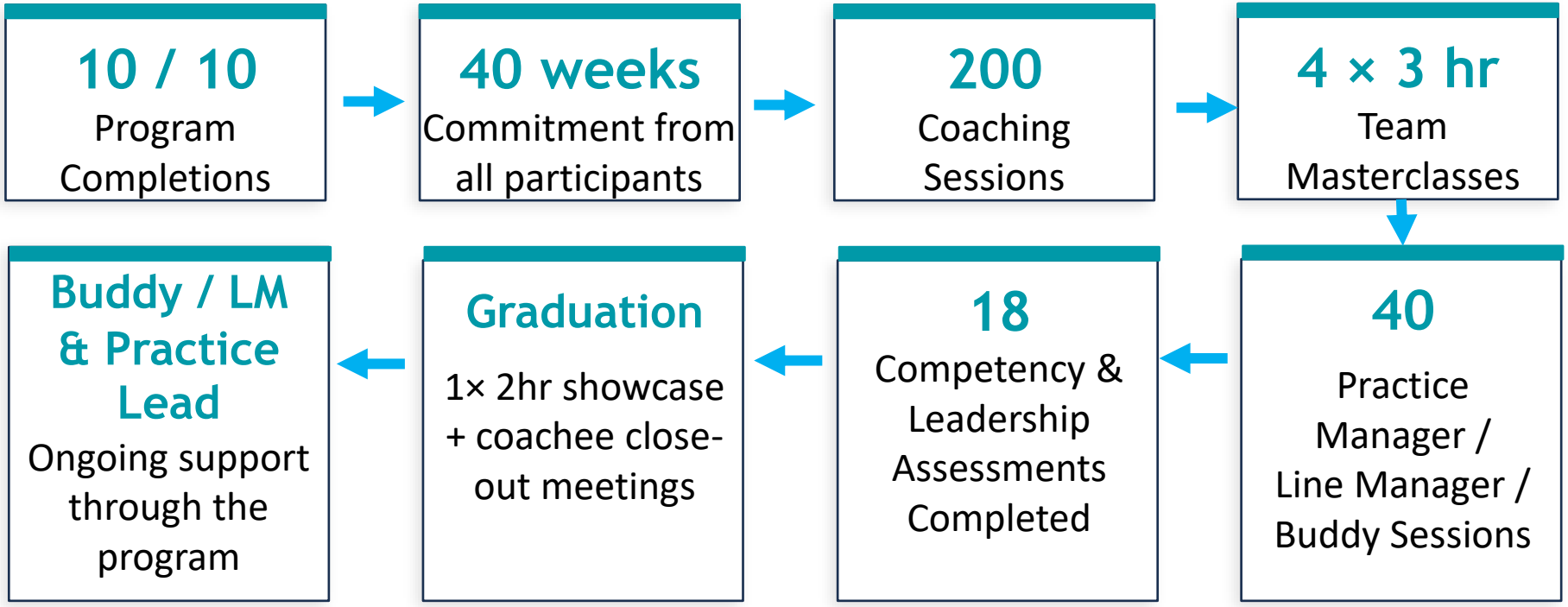
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# 03 | The Delivery — Session Detail

| | | |
|---|---|---|
| **1:1 Coaching Sessions** | **Audience:** Individual Coachees (10)<br>**Deliveries:** 20 per coachee | **Duration:** 55-minute sessions<br>**Frequency:** Fortnightly |
| **Line Management** | **Audience:** Coachees' Line Managers (10)<br>**Deliveries:** 5 per Line Manager | **Duration:** 45-minute sessions<br>**Frequency:** Bi-monthly |
| **Group Sessions** | **Audience:** Individual Coachees<br>**Deliveries:** 4 sessions | **Duration:** 2–3 hours<br>**Frequency:** Every 8 weeks |
| **Celebration** | **Audience:** Individual Coachees & Line Managers<br>**Deliveries:** 1 session | **Duration:** 90-minute session<br>**Frequency:** End of Engagement |

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# 04 | Key Statistics




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# 05 | Organisational Outcomes

- Capability & Confidence
- Staff Retention
- Competency Alignment
- Organisational Commitment
- Delivery Outcomes
- Positive Learning Culture

# 06 | In Their Own Words

## *eHealth Queensland — Delivery Services Branch participants*

> *As practice leads, we felt like a true partner in the co-design of the program.*

> *We'll take our learnings back to our business areas and implement — which is GREAT!*



> *You made me think differently!*

> *We feel so much more confident after the program.*

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# Birth of the Ability Accelerator™ Program

*Ability Accelerator™ Program has been developed from our partnership with eHealth Qld.*

*AAP is a unique strengths-based coaching & people development solution that grows skills & achieves lasting competency shifts while respecting the time constraints of busy teams.*

✓ **Proven at scale** ✓ **Built for busy teams**

✓ **Measurable results:**

**100%** completion. **100%** skill application.
**100%** professional progress post-program.

# CLARIFICATIONS?

*From Insight to Impact*



*Building High-performing BA Teams*

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# CONTACT US

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Contact Haydn Thomas to find out about Mindavation's ***Ability Accelerator™ Program*** by scanning this QR code

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