

Case Study 2. Monash Health – The High Performance Mindset at Work Training (E-learning course)

Case description

Monash Health is the largest public health service provider in Victoria servicing more than a million episodes of health care a year. Monash was seeking a universal program for all staff to participate in via a seamless and easy to access platform (online e – learning)

Reason for The Bernard Group being engaged

Monash Health recognised that the mindset of all staff has a direct positive or negative correlation to the standard of care provided, as to keep the standard high, the investment in a proven research based program that develops the mindset of all staff was needed.

Monash Health has a long-standing tradition of providing learning and development support for employees. It viewed the *High Performance Mindset at Work* (HPMW) program as an essential program to help support its employees with the self-management and resilience needed for Monash Health's employees at all levels to continue to provide its high standard of care.

Recommended HPMW solution and goal

In 2013, Organisational Development & Learning (Human Resources) at Monash Health entered into an agreement with The Bernard Group to make the HPMW program available to its 13,000 employees. In order to maximize flexibility of access and widespread utilisation, Monash Health licensed the HPMW eLearning program for all its employees.

Who has participated?

Over the past 6 months, Organisational Development has identified increasing numbers of employee cohorts to participate in the online HPMW learning program.

So far, over 470 employees have engaged with the HPMW program.

The goal

A major goal was two-fold. 1. To increase participant self-awareness and to strengthen elements of the mindset of top performers, and 2. to build resilience and self - management across the entire organisation.

The High Performance Mindset at Work

The online eLearning program is a six - module course designed to strengthen the performance mindset of all participants.

Modules:

1. Introducing the HPMW program
2. Commitments of high performers
3. Performance blockers
4. Self – management

5. Behavioural strengths
6. Individual action plan

The HPMW on-line E-learning modules include:

- Engaging audio-visual presentations;
- Interactive learning activities; and
- Personalised surveys and reports.

The course contains an on-line interactive workbook, an essential ongoing reference resource.

Outcomes and benefits of the HPMW program

Of the first 100 employees who completed the on-line HPMW course, qualitative data that almost without exception, all indicated significant benefits of participation and the learning that occurred with participants expressing quite a diverse range of benefit from learning about and applying to their work, a high performance mindset.

Monash Health's Manager of Organisational Development & Learning, Louise Polednik, writes on the benefits for employees who have completed the HPMW program:

"Introducing the High Performance Mindset at Work as an on-line resource has allowed us to provide education and support to our fantastic teams across the organisation. With over 13,000 employees and 42 sites that include 5 major hospitals in the region, this program has allowed us to get the key principles of building resilience across in a consistent way that is supported by research evidence.

We have encouraged a team-based approach to the HPMW course where colleagues come together in reflective practice sessions to discuss their on-line learning experiences and identify different strategies for looking after themselves and their colleagues as they bring a high performance mindset to deliver the best outcomes for our patients.

So far, over 470 employees including members of my own team have engaged with the HPMW program. The feedback has been very encouraging with many comments about the practical value of the course content and the convenience of having it available online.

Working with The Bernard Group has been a positive experience. Their attitude is highly professional with technical assistance and advice being offered immediately."

Recommendation

It is strongly recommended that staff at all levels have an opportunity to improve self management and strengthen their resilience in order to cope with the unrelenting demands, pressures, unexpected demands and challenges, to provide a high degree of care to the public they serve.