

# Case Study - RailCorp Customised Training Program

## Company Environment

RailCorp was established after a merger between the State Rail Authority and the metropolitan division of the Railway Infrastructure Corporation. Formed to deliver a single point of accountability across all railways, the State owned corporation aims to provide a safe, clean and reliable rail network throughout NSW.

Within the organisation, the Internal Consulting division provides RailCorp with strategic and operational support through the delivery and provision of business transformation projects and strategic advice.

## Business Challenge

The primary role of the Internal Consulting team is to develop and implement organisational transformation projects in response to continual growth and innovation within RailCorp. Many of the projects require the assistance of external consultants with specific expertise, who are brought in to deliver certain aspects of a project. With both internal and external consultants working together on the same projects, there was a need to ensure delivery was managed effectively to minimise the likelihood of communication breakdowns and confusion around accountability.

In addition, there were potential reputation risks for the Internal Consulting team if they failed to work successfully with the external groups and optimise the learning and development opportunity for the team. As a result, Future Platform was asked to facilitate a discussion with the Internal Consulting team and develop training tools to assist them to better manage their relationships with external consultants.

## Evolution in partnership with Future Platform

After receiving a brief from the client the workshop discussion was developed to address the key topic areas:

- Managing external consultant relationships
- Working with difficult personalities
- Managing team perceptions and results

The workshop involved an educational component as well as exploring the practical applications through team reflection exercises. Following on from the workshop, the team was sent the reference information for their own continuing education, as well as given reinforcement about the key learning outcomes from the session and the development actions agreed upon.

## Business Benefits

The workshop was specifically tailored to the needs of the Internal Consulting team, providing helpful strategies and tips to enhance their working relationships. The process was one of active participation, where the team could freely voice their concerns and receive invaluable advice around their specific trouble spots.

As part of an ongoing relationship with RailCorp, Future Platform was engaged to work on a variety of other projects across several divisions within the organisation. The partnership approach adopted by Future Platform ensures that we gain a thorough understanding of our client, allowing us to provide accurate and insightful recommendations on many aspects within their business. As the client plays an integral role in the process, they are able to directly experience the benefits and business evolution can progress in a more efficient manner.