

Improving our Business through ALT

Late last year, Toll Global Forwarding teams in Australia and New Zealand started their first Action Learning Team (ALT).

ALTs are a new and innovative way to share best practice across the business. Teams from different areas of the business come together to share ideas and learnings, and from these they develop programs for the business as a whole.

An alternative to training programs, ALTs are primarily self-directed learning teams run over 90 days. The focus of the first program was how to be number one in creating customer value. The team had to analyse current work practices and identify ways they could achieve the breakthrough changes required.

Eleven team members committed up to 10 hours a week for the duration of the program on top of their normal workload. While a huge challenge for most of them, they all enjoyed the experience and felt a sense of satisfaction at what they had achieved in a relatively short time frame.

One of the key outcomes of the ALT is that the business is now rolling out a customer centric training program to all Toll Global Forwarding employees in the region. This is hoped will contribute to creating a culture where customers are truly at the centre.

The team was delighted to be part of this innovative way of working, and have all got a great deal out of the process.

Management too have been pleased with the outcome and look forward to employing this technique to develop the business further and solve future organisational issues



Back row – L-R - Graeme Pocknee (Content Consultant), Tom Pritchard, Catherine Gulliver, Kathy Abbott, Damien Synot, Angela Capriotti, Brendan Moloney

Middle row: Lisa Richardson, Angela Ragusa, Amy Goodwin, Jessie Meredith, Lucy Fraser

Front row: Daniel Rafter, Emma Walsh, David Cooke