



MICHELLE HENDERSON

Senior Consultant

Professional experience

Michelle had a successful public service career spanning 23-years with Federal and Queensland state governments. She has broad experience across policy and program initiatives focused on economic growth. Michelle has worked in Australia and overseas at executive and SES Band 1 levels.

Michelle has provided advice to governments and achieved changes in policy settings to better address business needs. She has worked closely with Australian industry sectors enhancing the relationship between industry and government. Michelle has led challenging negotiations between levels of governments and between governments and industry players. She has been recognised for her achievements in managing complex stakeholder relations. Michelle has designed, implemented, delivered and reviewed key government programs receiving a leadership award for her achievements.

Michelle is committed to the principles of customer service and has managed national delivery workforces achieving high standards of customer service. She is experienced in managing change in complex environments ensuring the dignity of impacted staff is preserved. Michelle has a deep understanding of governance and financial management within the public sector and has led a number of transformative information technology projects.

Consulting expertise

Michelle is a government expert intent on helping public servants achieve their career potential. She is acutely aware of the challenges facing departments and staff and is committed to helping individuals and organisations develop the skills to turn challenges into opportunities. Michelle has been a mentor, and designed and facilitated workshops for her own teams as part of their professional development. Since joining *Interaction* she has designed and facilitated a range of workshops and events.

Her areas of specialisation include:

- leadership and people management
- advising and writing for the minister
- policy development and implementation
- communication and negotiation skills
- stakeholder management
- project management
- governance
- customer service.

Professional qualifications

- Master of Management (Industry Strategy), Australian National University, 2001
- Bachelor of Arts (Political Science), Australian National University, 1991
- Executive Coach, Level 1, Institute of Executive Coaching and Leadership, 2013
- Management Action Program, 2008
- Leadership Development Program, Monash Mt Eliza Business School, 2000
- Certificate IV in Training and Assessment
- Team Management Profile