INTERACTION

The Interaction Capability System™

A 90-second overview...for busy people

What this is

This catalogue outlines Interaction's capability programs delivered through the Interaction Capability System™ — an integrated approach to strengthening leadership judgement, behaviour and performance in complex environments.

This is not a list of standalone training courses. It is a structured capability system designed to address the underlying drivers of performance, governance and organisational risk.

Why it matters

In complex environments, capability gaps rarely appear as simple training needs. They show up as:

- inconsistent decision-making
- leadership misalignment
- cultural drift
- governance and delivery risk

Traditional training does not address these system-level challenges.

Organisations require structured, evidence-informed capability approaches that strengthen behaviour, judgement and performance over time.

How to use this catalogue

Organisations typically use this catalogue to:

- identify targeted capability interventions
- design structured leadership or workforce pathways
- respond to performance, governance or cultural risks
- build capability aligned to strategy and operating context

Programs can be used as:

- standalone interventions
- structured cohort-based pathways
- organisation-wide capability uplift initiatives
- nationally recognised qualification pathways

How the system works

Diagnostics → Coaching → Programs → Capability pathways → System-wide impact

The Interaction Capability System™ integrates behavioural science, leadership development and operational capability to produce observable behavioural shift and sustained performance improvement.

What makes Interaction different

- Evidence-informed and neuroscience-based design
- Focus on behaviour and judgement, not just knowledge
- Integration across diagnostics, coaching and programs
- Designed for complex, high-accountability environments
- Aligned to public sector and governance contexts

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INTERACTION

The Interaction Capability System™

Strategic Capability Program Catalogue

Capability where performance and risk intersect

This catalogue shows how organisations can access structured capability programs and pathways through the Interaction Capability System™.

Interaction designs and delivers structured capability programs and development pathways that strengthen judgement, leadership behaviour and system performance in complex organisational environments.

We work with organisations where performance, governance and public trust depend on strong leadership judgement and behavioural consistency.

In complex systems, capability gaps rarely present as simple training needs. They appear as decision inconsistency, cultural drift, governance risk and stalled performance.

Our programs are designed to address these underlying capability drivers by strengthening the behaviours, leadership disciplines and decision frameworks that enable organisations to operate with confidence, integrity and sustained performance.

Programs described in this catalogue represent capability interventions delivered through the Interaction Capability System™.

The Interaction Capability System™

The Interaction Capability System™ is Interaction's evidence-informed framework for strengthening organisational capability in complex environments.

Rather than treating learning as isolated training events, the Interaction Capability System™ integrates behavioural science, leadership development and operational capability to strengthen judgement, leadership behaviour and organisational performance.

The system focuses on four interconnected capability domains.

- **Behavioural foundations and workplace integrity**
- **Performance, decision and delivery capability**
- **Strategic and adaptive leadership**
- **Nationally recognised capability pathways**

Together these domains form a capability architecture that strengthens judgement, leadership behaviour and delivery performance across individuals, teams and leadership systems.

Evidence-based, always

All Interaction programs are grounded in contemporary behavioural science, neuroscience and organisational research.

This includes evidence drawn from areas such as:

- cognitive science and decision-making
- neuroscience of learning and behaviour change
- psychological safety and team dynamics
- behavioural economics and influence
- leadership and organisational systems research

Rather than focusing on participation alone, our programs are designed to produce observable behavioural shift, strengthening judgement, improving leadership practice and supporting more disciplined decision-making in complex environments.

Learning design incorporates principles such as:

- cognitive load management
- experiential and applied learning
- reflection and behavioural reinforcement
- practical application to real organisational challenges

This evidence-informed approach ensures capability development translates into meaningful workplace impact rather than short-term training experiences.

How to use this catalogue

This catalogue provides a comprehensive overview of Interaction's capability programs delivered through the Interaction Capability System™.

The catalogue highlights our existing capability programs. Interaction also designs fully bespoke capability solutions aligned to organisational strategy and operational context.

Organisations use this catalogue to:

- identify targeted capability interventions addressing behavioural or performance risks
- design structured leadership development pathways
- support workforce capability uplift and succession planning
- respond to governance, performance or cultural challenges
- strengthen decision-making and delivery capability in complex environments

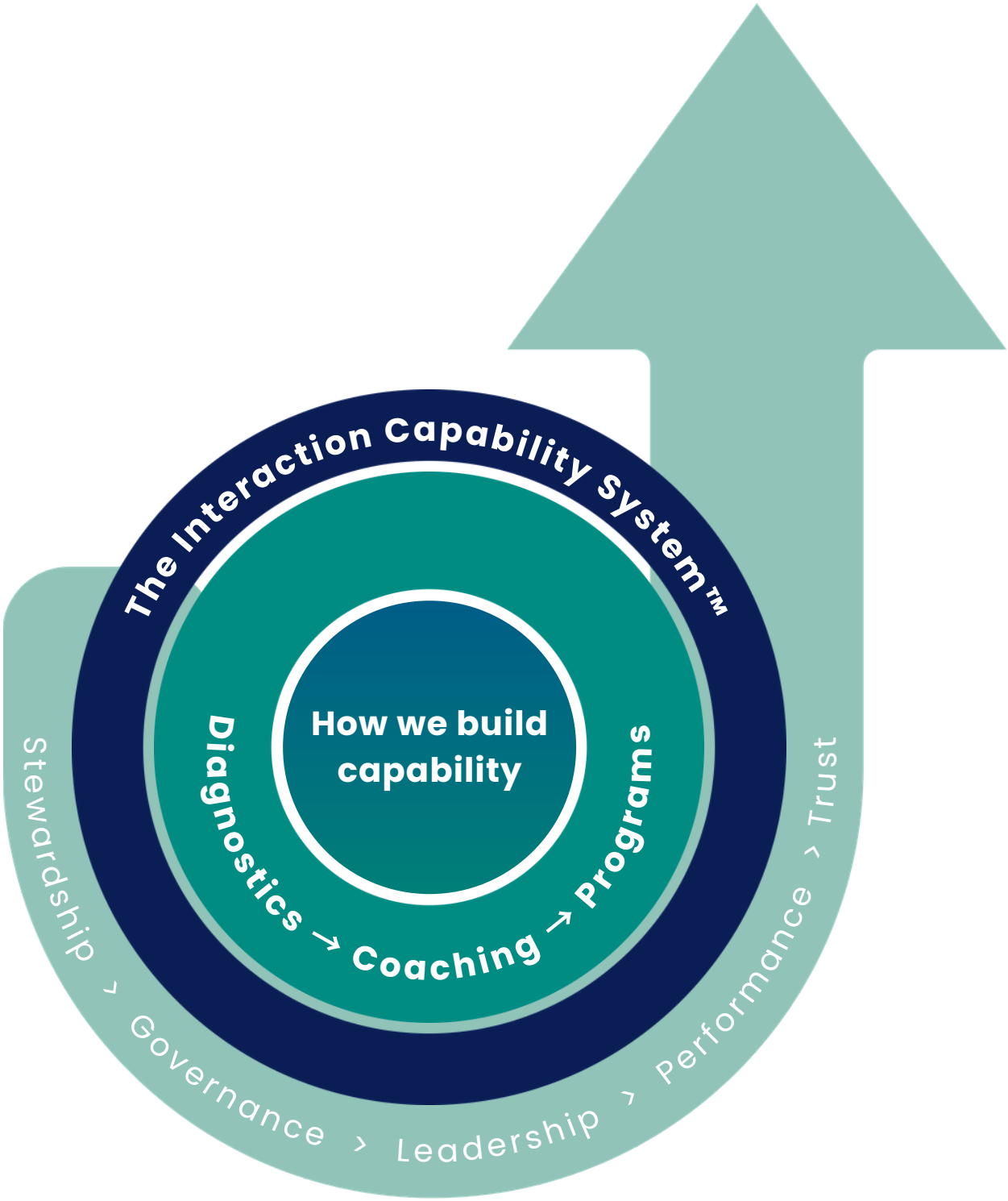
Within each domain you will find:

- a description of the capability focus
- a list of programs within that domain
- detailed summaries outlining the purpose and focus of each program

Programs can be delivered as:

- stand-alone capability programs
- structured cohort development pathways
- tailored organisational capability initiatives
- nationally recognised qualification pathways

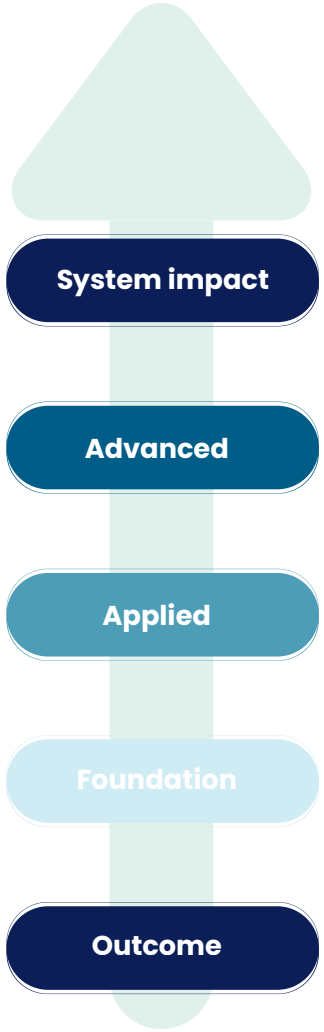
The Interaction Capability System™ integrates diagnostics, coaching and structured programs to strengthen judgement, leadership behaviour and organisational performance.



Diagnostics identify risk and behavioural patterns, coaching supports refinement, and structured programs build sustained capability and performance.

Structured capability pathways

Capability is most effectively developed through structured, staged learning rather than isolated programs. Interaction designs standalone programs and capability pathways that build progressively across roles, levels and organisational priorities. Programs are designed as modular building blocks that can be combined into structured capability pathways aligned to roles, levels and organisational priorities.



	Example 1: Emerging leaders pathway	Example 2: Decision and delivery pathway	Example 3: Strategic leadership pathway	Example 4: Psychological safety and respectful workplaces pathway	Example 5: Stakeholder and influence in complex environments pathway
System impact	Coach-led leadership	Delivering with purpose	The change strategist	Better together: Building a positive team culture	The art of stakeholder strategy
Advanced	Feedback that works	Data literacy: The story behind the numbers	Adaptive strategy in action	Clear, kind and constructive: Feedback that works	Understanding your authorising environment
Applied	Step up and lead or Managing what matters	Decision excellence: The expert's edge	Thinking in systems	Safe minds and strong teams	Mind over matter or Subtle shifts (nudge)
Foundation	Lean in and lead forward program	Smart choices: Building core decision skills	Intentional impact: The power of strategic thinking	Serving with integrity and respect	The influence edge
Outcome	**Builds confident, capable leaders able to manage people, performance and complexity.**	**Strengthens consistent, evidence-informed decision-making and disciplined delivery.**	**Develops leaders who can operate effectively in complex, high-stakes environments.**	**Strengthens respectful behaviour, trust and psychological safety across teams.**	**Strengthens strategic influence across complex stakeholder systems.**

Program design and delivery options

Interaction programs delivered through the Interaction Capability System™ can be provided through several design and delivery approaches depending on organisational needs.

Off-the-shelf programs

Our off-the-shelf programs are fully developed capability programs that can be delivered immediately.

These programs address common capability needs such as leadership development, decision-making, stakeholder engagement and workplace behaviour.

A one-off utilisation fee allows Interaction to maintain and regularly update program materials to ensure they remain contemporary and aligned with evolving organisational environments.

Tailored programs

Tailored programs adapt existing capability programs to reflect the organisational context.

Tailoring may include:

- integrating organisational examples or case studies
- incorporating sector-specific language or policy context
- aligning exercises to operational scenarios
- adjusting program emphasis to reflect organisational priorities

This approach combines proven learning design with contextual relevance.

Full design (bespoke capability development)

For complex capability challenges, Interaction designs fully bespoke capability solutions.

These programs may involve:

- organisational capability analysis
- stakeholder consultation

- alignment with leadership frameworks or workforce strategies
- integration with policy, governance or operational priorities

This approach provides maximum customisation and ensures the resulting program aligns precisely with organisational culture and strategic priorities.

Capability domains

Behavioural foundations and workplace integrity

This domain strengthens the behavioural conditions required for trust, psychological safety and ethical decision-making.

Programs in this domain focus on:

- ethical behaviour
- psychological safety
- emotional intelligence
- feedback capability
- personal accountability

These foundations support effective collaboration, learning and leadership.

Performance, decision and delivery capability

This domain builds disciplined judgement and execution capability across policy, operational and service environments.

Programs strengthen capability in:

- decision-making under complexity and scrutiny
- translating strategy and policy into operational outcomes
- data literacy and evidence-informed judgement
- stakeholder engagement and influence
- project and program delivery
- cross-team alignment and accountability

These capabilities reduce delivery risk and strengthen performance integrity.

Strategic and adaptive leadership

This domain develops leaders who can operate effectively within complex systems and changing environments.

Programs strengthen capability in:

- adaptive leadership and systems thinking
- leading through ambiguity and reform
- executive presence and influence
- culture stewardship and behavioural alignment
- governance literacy and board engagement capability
- strategic foresight and long-term capability planning

These programs strengthen organisational resilience and long-term public value.

Nationally recognised capability pathways

In addition to targeted capability programs, Interaction delivers nationally recognised qualifications that provide structured development pathways.

Our Certificate IV in Government and Diploma of Government programs:

- align with public sector capability frameworks
- integrate applied learning with workplace context
- support workforce capability uplift and succession planning
- provide measurable and portable credentials

These pathways enable organisations to embed sustained capability development aligned with governance and performance priorities.

Integrated capability design

Capability architecture is most effective when learning, reflection and behavioural application are integrated.

Programs delivered through the Interaction Capability System™ may include:

- stand-alone targeted interventions
- structured development programs
- tailored organisational capability initiatives
- diagnostic-informed capability uplift
- virtual or in-person delivery
- elearning
- RTO-accredited qualification pathways

We design with rigour to ensure capability development translates into observable behavioural shift.

The Interaction Capability System™ integrates behavioural foundations, operational capability and leadership development to strengthen judgement, leadership behaviour and organisational performance in complex environments.

Australian Eucalyptus Blossoms. Interaction is a 100% owned Australian company.

The Interaction Capability System™

Organisational Performance

Governance integrity | Stewardship | Leadership judgement | Delivery discipline | Culture and public trust

BEHAVIOURAL FOUNDATIONS AND WORKPLACE INTEGRITY

Ethical behaviour • Psychological safety •Emotional intelligence • Feedback capability
Personal accountability

PERFORMANCE, DECISION AND DELIVERY CAPABILITY

Decision-making under complexity • Data literacy and evidence-informed judgement
Stakeholder engagement and influence • Project and program delivery capability
Operational performance and accountability

STRATEGIC AND ADAPTIVE LEADERSHIP

Strategic thinking • Systems awareness •Adaptive leadership • Executive influence
Governance literacy • Culture stewardship • Change management
Strategic foresight

NATIONALLY RECOGNISED CAPABILITY PATHWAYS

PSP 40122 Certificate IV in Government • PSP 50122 Diploma in Government

CAPABILITY DELIVERY METHODS

Capability programs • Leadership coaching • Diagnostics
Organisational capability design • Workshops • Qualifications

INDIVIDUAL → TEAM → LEADERSHIP → SYSTEM

Program alignment across the Interaction Capability System™

The following table provides an overview of the capability programs included in this catalogue and their alignment to the four domains of the Interaction Capability System™.

Programs may be delivered as stand-alone capability interventions or combined to create structured development pathways across teams, management and executive leadership.

Behavioural foundations and workplace integrity

Capability cluster	Programs
Self-awareness and behavioural insight	Wired for insight: The neuroscience of self-awareness and regulation; Immunity to change
Psychological safety and wellbeing	The resilience reset; Modern mindfulness; Safe minds and strong teams; The mindset reset
Mindset and personal development	From fixed to flexible: Building a growth mindset; Different by design: Unlocking potential and performance with HBDI
Emotional intelligence and feedback	EQ foundations: Understanding yourself and others; Feedback ready: A tool for professional growth; Clear, kind and constructive: Feedback that works
Team culture and collaboration	Contribute, collaborate and succeed – The power of team contribution; Better together: Building a positive team culture

Capability cluster	Programs
Ethical behaviour and values	Serving with integrity and respect; Values in action
Mentoring and professional growth	The mentee mindset: Maximising your mentorship

Performance, decision and delivery capability

Capability cluster	Programs
Decision capability	Smart choices: Building core decision skills; Decision excellence: The expert's edge
Data literacy and insight	Data literacy: The story behind the numbers; From data to decisions: Interpreting your survey results
Delivery and operational capability	Delivering with purpose: Project management in practice; Momentum: Managing people and performance; Management in action; The step up and lead program; Managing what matters
Communication and influence	Speak smart: The science of effective communication; Polished and persuasive presentation skills; Mind over matter: Influence, negotiation and persuasion; The skilled facilitator

Capability cluster	Programs
Policy and service delivery	People first – Service that makes a difference; How policy shapes positive outcomes; Developing policy with purpose; From policy to performance
Stakeholder engagement	The art of stakeholder strategy; Understanding and influencing your authorising environment
Career mobility and workforce capability	Make it count: Job applications that open doors; Stand out and speak up: Smart interview skills
Team effectiveness and change	Team building for purpose and performance; Your role in change: Contribute, adapt and succeed; Change: Handle with influence

Strategic and adaptive leadership

Capability cluster	Programs
Leadership development	Lean in and lead forward; Catalyst: Unlocking capability and confidence; Leadership edge mastery; Coach-led leadership
Strategic thinking and systems leadership	Intentional impact: The power of strategic thinking; Thinking in systems: Making sense of complexity; Adaptive strategy in action; Mastering adaptive leadership

Capability cluster	Programs
Executive influence	The influence edge: Mastery in mind, message and momentum; Communicating complexity with confidence; Subtle shifts: Mastering the art of the nudge
Ethical leadership	Ethical and values-based leadership; Culture leadership: Shaping systems and shifting mindsets; Stewards of trust: Ethics and integrity in public leadership
Strategic change leadership	Leading change with confidence and commitment; The change strategist: Theory into impact
Governance and executive capability	Across the line: Transitioning to the SES; Appearing before Parliamentary committees; Boardroom ready: Building director capability; Data and information governance; Consulting in action; Collaborative governance: Systems thinking for real public impact; Cognitive load theory: Smarter learning and better design; The influence of service

Nationally recognised capability pathways

Capability cluster	Programs
Public sector qualifications	Certificate IV in Government (PSP40122); Diploma of Government (PSP50122)

Program detail

All programs, unless otherwise specified, can be delivered in person or virtually. Detailed program outlines, including session structure and learning activities, are available on request. Please contact Interaction on **+61 26282 9111** or **icg@interactionconsulting.com.au** to discuss your requirements.

Behavioural foundations and workplace integrity

Programs in this domain strengthen the behavioural conditions required for trust, psychological safety and ethical decision-making. They focus on self-awareness, emotional intelligence, feedback capability and respectful workplace behaviour.

Serving with integrity and respect

Overview

A practical program that strengthens ethical awareness and respectful workplace behaviour, supporting individuals to contribute to safe and inclusive workplaces.

Participants will explore

- expectations for professional and respectful behaviour
- recognising behaviours that undermine workplace culture
- personal accountability in workplace interactions
- responding constructively to inappropriate behaviour

Outcomes

Participants will:

- apply expectations for professional conduct
- recognise and address inappropriate behaviour
- respond confidently to challenging situations
- contribute to a culture of integrity and respect

Typical audience

All staff

Delivery format

Workshop (half-day or full-day).

Wired for insight: The neuroscience of self-awareness and regulation

Overview

A neuroscience-informed program that strengthens self-awareness and emotional regulation in demanding work environments.

Participants will explore

- how the brain influences behaviour and reactions
- recognising triggers and behavioural patterns
- strategies for strengthening self-awareness
- practical techniques for emotional regulation

Outcomes

Participants will:

- recognise patterns influencing behaviour
- apply strategies for self-regulation
- respond more effectively under pressure
- improve interpersonal effectiveness

Typical audience

All staff, teams and leaders

Delivery format

Workshop (half-day or full-day)

Immunity to change

Overview

A reflective program that helps participants identify and overcome hidden barriers to change.

Participants will explore

- the concept of immunity to change
- identifying hidden assumptions and commitments
- patterns that reinforce current behaviour
- strategies for enabling change

Outcomes

Participants will:

- identify barriers to personal change
- understand competing commitments
- apply strategies for behavioural change
- strengthen capacity for continuous improvement

Typical audience

All staff and leaders

Delivery format

Workshop (half-day or full-day)

The resilience reset

Overview

A program that builds resilience and supports sustained performance in high-demand environments.

Participants will explore

- understanding resilience and wellbeing
- recognising signs of stress and overload
- strategies for maintaining energy and focus
- practical approaches to sustaining performance

Outcomes

Participants will:

- strengthen resilience in demanding environments
- recognise early signs of stress
- apply strategies to maintain wellbeing
- sustain performance under pressure

Typical audience

All staff

Delivery format

Workshop (half-day or full-day)

Modern mindfulness

Overview

A practical program introducing mindfulness techniques to support focus, wellbeing and emotional regulation.

Participants will explore

- the science of mindfulness
- techniques for attention and focus
- strategies for managing stress
- applying mindfulness at work

Outcomes

Participants will:

- strengthen focus and attention
- improve emotional regulation
- apply mindfulness techniques in daily work
- enhance wellbeing and performance

Typical audience

All staff

Delivery format

Workshop (half-day or full-day)

From fixed to flexible: Building a growth mindset

Overview

A program that develops adaptive thinking and supports learning, resilience and performance.

Participants will explore

- fixed and growth mindset concepts
- how beliefs influence behaviour
- strategies for developing a growth mindset
- applying mindset thinking in the workplace

Outcomes

Participants will:

- recognise mindset patterns
- respond more effectively to challenges
- strengthen learning capability
- support growth-oriented team cultures

Typical audience

All staff and leaders

Delivery format

Workshop (half-day or full-day)

Different by design: Unlocking potential and performance with HBDI

Overview

A program that builds awareness of thinking preferences to improve communication and team performance.

Participants will explore

- cognitive diversity and thinking preferences
- individual and team thinking styles
- applying HBDI insights to communication
- leveraging diversity for performance

Outcomes

Participants will:

- understand their thinking preferences
- recognise different thinking styles
- improve communication and collaboration
- strengthen team effectiveness

Typical audience

Teams and leaders

Delivery format

Workshop (half-day or full-day). Does not include individual HBDI profiles.

Safe minds and strong teams

Overview

A program that strengthens psychological safety and healthy team dynamics.

Participants will explore

- foundations of psychological safety
- behaviours that support or undermine safety
- building trust and openness
- supporting healthy team environments

Outcomes

Participants will:

- recognise behaviours that support team safety
- apply strategies to build trust
- contribute to open and inclusive teams
- strengthen team culture

Typical audience

Teams and leaders

Delivery format

Workshop (half-day or full-day)

EQ foundations: Understanding yourself and others

Overview

A program that introduces emotional intelligence and its role in workplace effectiveness.

Participants will explore

- emotional intelligence foundations
- self-awareness and self-management
- empathy and social awareness
- applying emotional intelligence at work

Outcomes

Participants will:

- strengthen awareness of emotions and behaviour
- improve interpersonal understanding
- apply emotional intelligence in practice
- enhance workplace relationships

Typical audience
All staff and leaders

Delivery format
Workshop (half-day or full-day)

Feedback ready: A tool for professional growth

Overview
A program that builds capability in receiving and using feedback effectively.

Participants will explore
- feedback as a development tool
- emotional responses to feedback
- strategies for seeking feedback
- applying feedback for improvement

Outcomes
Participants will:
- increase openness to feedback
- strengthen self-awareness
- apply feedback constructively
- support continuous improvement

Typical audience
All staff

Delivery format
Workshop (half-day or full-day)

Clear, kind and constructive: Feedback that works

Overview
A program that builds confidence in delivering effective and respectful feedback.

Participants will explore
- principles of effective feedback
- structuring feedback conversations
- balancing honesty and respect
- managing difficult conversations

Outcomes

Participants will:

- deliver clear and constructive feedback
- structure effective conversations
- manage challenging situations
- strengthen communication within teams

Typical audience

Staff and leaders

Delivery format

Workshop (half-day or full day)

Contribute, collaborate and succeed – The power of team contribution

Overview

A program that strengthens collaboration and shared accountability within teams.

Participants will explore

- individual contribution in teams
- team roles and responsibilities
- strategies for collaboration
- shared accountability

Outcomes

Participants will:

- improve team collaboration
- recognise their contribution to team outcomes
- strengthen shared responsibility
- support team performance

Typical audience

Teams

Delivery format

Workshop (half-day)

Better together: Building a positive team culture

Overview

A program that strengthens team culture, engagement and collaboration.

Participants will explore

- characteristics of strong team cultures
- behaviours that support positive teams
- strategies for engagement
- maintaining healthy team dynamics

Outcomes

Participants will:

- strengthen team relationships
- support positive workplace cultures
- improve collaboration
- contribute to team effectiveness

Typical audience

All staff

Delivery format

Workshop (half-day or full-day)

Values in action

Overview

A program that supports individuals to apply organisational values in everyday behaviour.

Participants will explore

- understanding organisational values
- aligning behaviour with values
- values-based decision-making
- strengthening culture through behaviour

Outcomes

Participants will:

- apply values in everyday decisions
- strengthen ethical awareness
- align behaviour with organisational expectations
- support values-based cultures

Typical audience
All staff

Delivery format
Workshop (half-day)

The mentee mindset: Maximising your mentorship

Overview
A program that helps participants maximise the value of mentoring relationships.

Participants will explore
- the role of the mentee
- preparing for mentoring conversations
- strategies for learning from mentors
- taking ownership of development

Outcomes
Participants will:
- engage effectively in mentoring relationships
- take ownership of their development
- maximise mentoring opportunities
- strengthen professional growth

Typical audience
Participants in mentoring programs or interested in mentoring

Delivery format
Workshop (half-day)

The mindset reset

Overview
A practical elearning program that builds awareness of mindset patterns and supports more adaptive, constructive responses to challenge, change and performance pressure.

Participants will explore

- how mindset shapes behaviour, performance and decision-making
- recognising fixed and unhelpful thinking patterns
- shifting towards more adaptive and growth-oriented thinking
- applying mindset strategies in everyday work situations

Outcomes

Participants will:

- recognise how mindset influences behaviour and performance
- respond more constructively to challenges and setbacks
- apply practical strategies to shift unhelpful thinking patterns
- strengthen adaptability, learning and resilience

Typical audience

All staff

Delivery format

Self-paced elearning program (approximately 48 hours to complete with 12 months access)

Performance, decision and delivery capability

Programs in this domain build disciplined judgement and execution capability across policy, operational and service environments. They focus on decision-making, data literacy, delivery capability, stakeholder engagement and performance accountability.

Smart choices: Building core decision skills

Overview

A practical program that strengthens structured decision-making in complex and uncertain environments.

Participants will explore

- how bias and assumptions influence decisions
- structured approaches to decision-making
- balancing speed, risk and judgement
- applying decision tools in practice

Outcomes

Participants will:

- apply structured decision-making approaches
- recognise and reduce bias
- make more consistent decisions
- strengthen confidence in complex situations

Typical audience

All staff, emerging leaders

Delivery format

Workshop (half-day or full-day)

Decision excellence: The expert's edge

Overview

An advanced program focused on improving decision quality in high-stakes and complex environments.

Participants will explore

- decision-making under pressure and uncertainty
- evaluating risk, trade-offs and consequences
- advanced decision frameworks
- strengthening professional judgement

Outcomes

Participants will:

- improve decision quality in complex environments
- evaluate risk more effectively
- apply structured decision frameworks
- strengthen judgement under pressure

Typical audience

Managers and senior leaders

Delivery format

Workshop (full-day)

Data literacy: The story behind the numbers

Overview

A program that builds confidence in interpreting and using data to inform decisions.

Participants will explore

- understanding different types of data
- interpreting trends and patterns
- recognising limitations and bias
- using data to support decisions

Outcomes

Participants will:

- interpret data with confidence
- identify meaningful insights
- recognise data limitations
- use data to inform decisions

Typical audience
All staff

Delivery format
Workshop (half-day)

From data to decisions: Interpreting your survey results

Overview
A program focused on translating organisational data into meaningful action.

Participants will explore
- interpreting survey and organisational data
- identifying key insights and themes
- linking data to performance outcomes
- developing action-oriented responses

Outcomes
Participants will:
- interpret survey data effectively
- identify priority actions
- translate insights into practical outcomes
- support evidence-informed decision-making

Typical audience
Managers and teams

Delivery format
Workshop (half-day)

Delivering with purpose: Project management in practice

Overview
A practical program that builds capability in planning and delivering projects effectively.

Participants will explore
- core project management principles
- planning, sequencing and prioritisation
- managing risks and dependencies
- maintaining delivery discipline

Outcomes

Participants will:

- apply structured project approaches
- improve planning and coordination
- manage risks more effectively
- deliver outcomes with consistency

Typical audience

Project officers, team members, managers

Delivery format

Workshop (half-day or full-day)

Momentum: Managing people and performance

Overview

A program that strengthens performance management and team accountability.

Participants will explore

- setting clear expectations
- monitoring performance and progress
- addressing underperformance
- maintaining team momentum

Outcomes

Participants will:

- manage performance more effectively
- strengthen accountability
- address performance issues confidently
- support sustained team performance

Typical audience

Supervisors and managers

Delivery format

Workshop (half-day or full-day)

Management in action

Overview

A practical program that builds core management capability for day-to-day leadership.

Participants will explore

- the role of the manager
- balancing people, priorities and performance
- communication and coordination
- practical leadership behaviours

Outcomes

Participants will:

- strengthen day-to-day management capability
- improve team coordination
- manage competing priorities
- support team performance

Typical audience

New and emerging managers

Delivery format

Multi-session program or workshop series

The step up and lead program

Overview

A structured program that builds foundational leadership capability for supervisors.

Participants will explore

- transitioning into supervisory roles
- managing people and performance
- communication and feedback
- supporting team effectiveness

Outcomes

Participants will:

- build confidence as supervisors
- manage teams effectively
- apply structured leadership practices
- support team performance

Typical audience

Supervisors and team leaders

Delivery format

Multi-session program or workshop series

Speak smart: The science of effective communication

Overview

A program that strengthens communication clarity and effectiveness in professional settings.

Participants will explore

- how communication is interpreted
- structuring messages clearly
- adapting communication to different audiences
- reducing misunderstanding

Outcomes

Participants will:

- communicate clearly and effectively
- tailor messages to different audiences
- reduce miscommunication
- strengthen workplace communication

Typical audience

All staff

Delivery format

Workshop (half-day or full day)

Polished and persuasive presentation skills

Overview

A program that builds confidence and capability in delivering clear and engaging presentations.

Participants will explore

- structuring presentations for clarity
- engaging audiences effectively
- managing delivery and presence
- using visual and verbal techniques

Outcomes

Participants will:

- deliver confident presentations
- engage audiences effectively
- structure content for impact
- improve presentation delivery

Typical audience

All staff

Delivery format

Workshop (half-day or full-day)

Mind over matter: Influence, negotiation and persuasion

Overview

A program that strengthens influence and negotiation capability in complex environments.

Participants will explore

- principles of influence and persuasion
- understanding stakeholder perspectives
- negotiation strategies
- managing difficult conversations

Outcomes

Participants will:

- influence effectively
- negotiate with confidence
- manage competing interests
- strengthen stakeholder outcomes

Typical audience

Staff and managers

Delivery format

Workshop (half-day or full-day)

The skilled facilitator

Overview

A program that builds capability in facilitating effective discussions and workshops.

Participants will explore

- the role of the facilitator
- structuring effective sessions
- managing group dynamics
- encouraging participation

Outcomes

Participants will:

- facilitate structured sessions
- manage group dynamics
- encourage participation
- achieve session outcomes

Typical audience

Staff facilitating meetings or workshops

Delivery format

Workshop (full-day)

People first – Service that makes a difference

Overview

A program that strengthens service capability and customer-focused behaviour.

Participants will explore

- principles of effective service delivery
- understanding customer needs
- responding to service challenges
- building positive service experiences

Outcomes

Participants will:

- deliver high-quality service
- respond effectively to customer needs
- manage service interactions confidently
- strengthen customer outcomes

Typical audience

Service delivery staff

Delivery format

Workshop (half-day)

How policy shapes positive outcomes

Overview

A program that builds understanding of how policy influences real-world outcomes.

Participants will explore

- the role of policy in organisational outcomes
- how policy decisions shape delivery
- linking policy to impact
- understanding implementation challenges

Outcomes

Participants will:

- understand policy impact on outcomes
- link policy to delivery
- recognise implementation challenges
- support effective policy application

Typical audience

Policy officers and staff

Delivery format

Workshop (half-day)

Developing policy with purpose

Overview

A program that strengthens capability in designing effective and purposeful policy.

Participants will explore

- policy design principles
- defining problems and objectives
- developing policy options
- evaluating policy effectiveness

Outcomes

Participants will:

- develop structured policy approaches
- design effective policy solutions
- evaluate policy options
- strengthen policy capability

Typical audience

Policy officers and managers

Delivery format

Workshop (half-day or full-day)

From policy to performance

Overview

A program focused on translating policy into operational outcomes.

Participants will explore

- linking policy to delivery
- operationalising policy decisions
- managing implementation
- measuring outcomes

Outcomes

Participants will:

- translate policy into action
- improve implementation capability
- align policy and delivery
- strengthen performance outcomes

Typical audience

Policy and operational staff

Delivery format

Workshop (half-day or full-day)

The art of stakeholder strategy

Overview

A program that strengthens strategic stakeholder engagement and influence.

Participants will explore

- stakeholder mapping and analysis
- understanding influence and interests
- developing engagement strategies
- managing competing priorities

Outcomes

Participants will:

- develop stakeholder strategies
- engage stakeholders effectively
- manage competing interests
- strengthen influence

Typical audience
All staff

Delivery format
Workshop (half-day or full-day)

Understanding and influencing your authorising environment

Overview
A program that builds capability in navigating complex governance and stakeholder environments.

Participants will explore
- understanding the authorising environment
- mapping key stakeholders
- influencing decision-makers
- managing competing expectations

Outcomes
Participants will:
- understand governance environments
- influence key stakeholders
- navigate complexity effectively
- strengthen decision-making context

Typical audience
Managers and senior staff

Delivery format
Workshop (half-day or full-day)

Make it count: Job applications that open doors

Overview
A program that strengthens capability in preparing effective job applications.

Participants will explore
- understanding selection criteria
- structuring strong applications
- articulating experience and capability
- avoiding common mistakes

Outcomes

Participants will:

- prepare stronger job applications
- respond effectively to selection criteria
- present capability clearly
- improve success rates

Typical audience

All staff

Delivery format

Workshop (half-day)

Stand out and speak up: Smart interview skills

Overview

A program that builds confidence and capability in interview performance.

Participants will explore

- preparing for interviews
- structuring responses
- communicating clearly under pressure
- presenting confidently

Outcomes

Participants will:

- perform confidently in interviews
- structure strong responses
- communicate clearly
- improve interview outcomes

Typical audience

All staff

Delivery format

Workshop (half-day)

Team building for purpose and performance

Overview

A program that strengthens team alignment, collaboration and performance.

Participants will explore

- defining team purpose and goals
- roles and responsibilities
- strengthening collaboration
- building accountability

Outcomes

Participants will:

- improve team alignment
- strengthen collaboration
- clarify roles and responsibilities
- support team performance

Typical audience

Teams leaders

Delivery format

Workshop (half-day or full-day)

Your role in change: Contribute, adapt and succeed

Overview

A program that helps individuals understand and respond effectively to organisational change.

Participants will explore

- understanding change and its impact
- personal responses to change
- strategies for adapting
- contributing to successful change

Outcomes

Participants will:

- understand their role in change
- respond effectively to change
- adapt to new environments
- contribute to successful outcomes

Typical audience
All staff

Delivery format
Workshop (half-day)

Change: Handle with influence

Overview
A program that builds capability in influencing and leading change.

Participants will explore
- principles of change management
- influencing during change
- engaging stakeholders
- managing resistance

Outcomes
Participants will:
- influence change effectively
- engage stakeholders during change
- manage resistance
- support successful change outcomes

Typical audience
Managers and leaders

Delivery format
Workshop (half-day or full-day)

Managing what matters

Overview
A program that builds core management capability, supporting participants to lead people, manage performance and deliver outcomes in operational environments.

Participants will explore
- core management responsibilities and expectations
- leading people and managing performance
- communication, feedback and team coordination
- planning, prioritisation and operational delivery

Outcomes

Participants will:

- apply practical management skills in the workplace
- manage people and performance effectively
- communicate clearly and lead with confidence
- support team performance and organisational outcomes

Typical audience

Emerging and established managers

Delivery format

Multi-session program.

Make your documents accessible (MYDA)

Overview

A practical elearning program that builds capability in creating accessible, compliant and user-friendly documents, supporting inclusive communication and reducing organisational risk.

Participants will explore

- principles of accessible document design and structure
- common accessibility issues and how to address them
- using tools and features to improve accessibility
- applying accessibility standards in everyday work

Outcomes

Participants will:

- create documents that meet accessibility standards
- identify and correct common accessibility issues
- improve clarity and usability of written materials
- support inclusive communication across the organisation

Typical audience

All staff who create or manage documents

Delivery format

Self-paced elearning program (approximately 2 hours to complete with 12 months access)

Strategic and adaptive leadership

Programs in this domain develop leaders who can operate effectively within complex systems and changing environments. They focus on strategic thinking, adaptive leadership, executive influence, governance capability and leading change.

Lean in and lead forward

Overview

A program that builds leadership confidence and capability in dynamic and evolving environments.

Participants will explore

- the role of leadership in complex environments
- building confidence and presence
- leading with intent and clarity
- navigating uncertainty

Outcomes

Participants will:

- strengthen leadership confidence
- lead with greater clarity and purpose
- respond effectively to uncertainty
- support team direction and performance

Typical audience

Emerging and developing leaders

Delivery format

Workshop (half-day or full-day)

Catalyst: Unlocking capability and confidence

Overview

A program that strengthens leadership capability and supports personal growth and performance.

Outcomes

Participants will:

- build leadership confidence
- strengthen self-awareness
- improve performance capability
- enhance leadership impact

Typical audience

Emerging leaders

Delivery format

Workshop (half-day or full-day)

Leadership edge mastery

Overview

A program focused on strengthening advanced leadership capability and professional impact.

Participants will explore

- leadership behaviours that drive performance
- managing complexity and competing priorities
- strengthening decision-making as a leader
- enhancing leadership effectiveness

Outcomes

Participants will:

- strengthen leadership capability
- improve decision-making
- enhance professional impact
- lead more effectively in complex environments

Typical audience

Managers and senior leaders

Delivery format

Workshop (full-day)

Coach-led leadership

Overview

A program that develops coaching capability to strengthen leadership and team performance.

Participants will explore

- coaching as a leadership approach
- effective questioning and listening
- supporting development through coaching
- integrating coaching into leadership practice

Outcomes

Participants will:

- apply coaching techniques in leadership
- support team development
- strengthen communication and engagement
- improve team performance

Typical audience

Managers and leaders

Delivery format

Workshop (half-day or full-day)

Intentional impact: The power of strategic thinking

Overview

A program that builds strategic thinking capability to support long-term organisational outcomes.

Participants will explore

- principles of strategic thinking
- linking strategy to outcomes
- analysing complex environments
- making informed strategic decisions

Outcomes

Participants will:

- think more strategically
- link decisions to long-term outcomes
- analyse complex issues effectively
- strengthen strategic capability

Typical audience

Managers and senior leaders

Delivery format

Workshop (full-day)

Thinking in systems: Making sense of complexity

Overview

A program that builds systems thinking capability to navigate complexity and interdependencies.

Participants will explore

- principles of systems thinking
- understanding interdependencies
- identifying patterns and dynamics
- applying systems thinking to real challenges

Outcomes

Participants will:

- understand complex systems
- identify patterns and relationships
- apply systems thinking in decision-making
- improve problem-solving capability

Typical audience

Managers and leaders

Delivery format

Workshop (full-day)

Adaptive strategy in action

Overview

A program that strengthens capability to develop and implement strategy in dynamic environments.

Participants will explore

- adapting strategy in changing environments
- aligning strategy and delivery
- managing uncertainty and complexity
- applying strategy in practice

Outcomes

Participants will:

- develop adaptive strategies
- align strategy and execution
- respond to changing environments
- strengthen strategic delivery

Typical audience

Senior managers and leaders

Delivery format

Workshop (full-day)

Mastering adaptive leadership

Overview

A program that builds capability to lead effectively through change, complexity and uncertainty.

Participants will explore

- principles of adaptive leadership
- leading through ambiguity
- supporting teams through change
- balancing competing priorities

Outcomes

Participants will:

- lead effectively in complex environments
- support teams through change
- respond to ambiguity
- strengthen adaptive leadership capability

Typical audience

Managers and senior leaders

Delivery format

Workshop (full-day)

The influence edge: Mastery in mind, message and momentum

Overview

A program that strengthens executive influence and communication capability.

Participants will explore

- principles of influence at senior levels
- shaping clear and compelling messages
- building credibility and presence
- sustaining momentum

Outcomes

Participants will:

- influence effectively at senior levels
- communicate with clarity and impact
- strengthen executive presence
- drive outcomes through influence

Typical audience

Senior leaders and executives

Delivery format

Workshop (full-day)

Communicating complexity with confidence

Overview

A program that builds capability in communicating complex ideas clearly and effectively.

Participants will explore

- simplifying complex information
- structuring clear messages
- tailoring communication to audiences
- presenting with confidence

Outcomes

Participants will:

- communicate complex ideas clearly
- tailor messages effectively
- improve stakeholder understanding
- strengthen communication confidence

Typical audience

Managers and senior staff

Delivery format

Workshop (half-day or full-day)

Subtle shifts: Mastering the art of the nudge

Overview

A program that applies behavioural science to influence decision-making and behaviour.

Participants will explore

- principles of behavioural economics
- nudging behaviour effectively
- influencing decision environments
- applying behavioural insights

Outcomes

Participants will:

- apply behavioural insights to influence
- design effective nudges
- support behaviour change
- strengthen decision outcomes

Typical audience

Policy, program and leadership roles

Delivery format

Workshop (half-day or full-day)

Ethical and values-based leadership

Overview

A program that strengthens ethical leadership and values-based decision-making.

Participants will explore

- principles of ethical leadership
- applying values in decision-making
- navigating ethical dilemmas
- building integrity in leadership

Outcomes

Participants will:

- apply ethical decision-making
- lead with integrity
- manage ethical challenges
- strengthen trust and accountability

Typical audience

Managers and leaders

Delivery format

Workshop (half-day or full-day)

Culture leadership: Shaping systems and shifting mindsets

Overview

A program that builds capability to shape organisational culture through leadership behaviour.

Participants will explore

- how culture is formed and sustained
- leadership influence on culture
- aligning behaviour and systems
- driving cultural change

Outcomes

Participants will:

- influence organisational culture
- align behaviour and systems
- lead cultural change
- strengthen team environments

Typical audience

Senior leaders

Delivery format

Workshop (full-day)

Stewards of trust: Ethics and integrity in public leadership

Overview

A program focused on strengthening trust, accountability and integrity in leadership roles.

Participants will explore

- the role of trust in public leadership
- ethical responsibilities of leaders
- maintaining integrity under pressure
- reinforcing public trust

Outcomes

Participants will:

- strengthen trust and accountability
- uphold ethical leadership standards
- manage integrity challenges
- reinforce public confidence

Typical audience

Senior leaders and executives

Delivery format

Workshop (full-day)

Leading change with confidence and commitment

Overview

A program that builds leadership capability to guide teams through change.

Participants will explore

- leading change effectively
- engaging and supporting teams
- managing resistance
- sustaining momentum

Outcomes

Participants will:

- lead change with confidence
- support teams through transition
- manage resistance effectively
- deliver change outcomes

Typical audience

Managers and leaders

Delivery format

Workshop (half-day or full-day)

The change strategist: Theory into impact

Overview

A program that strengthens strategic change capability and delivery.

Participants will explore

- applying change frameworks
- linking strategy and change
- designing change approaches
- measuring change impact

Outcomes

Participants will:

- design effective change strategies
- align change with organisational goals
- implement change effectively
- measure outcomes

Typical audience

Senior managers and leaders

Delivery format

Workshop (full-day)

Across the line: Transitioning to the SES

Overview

A program that prepares leaders for transition into senior executive roles.

Participants will explore

- expectations of SES roles
- leadership at executive level
- strategic and system-level thinking
- operating in complex environments

Outcomes

Participants will:

- prepare for executive leadership roles
- understand SES expectations
- strengthen strategic leadership capability
- operate effectively at senior levels

Typical audience
Aspiring SES and senior leaders

Delivery format
Workshop (full-day)

Appearing before parliamentary committees

Overview
A program that builds capability in preparing for and appearing before parliamentary committees.

Participants will explore
- the parliamentary committee process
- preparing evidence and responses
- managing questioning
- maintaining professionalism under scrutiny

Outcomes
Participants will:
- prepare effectively for committees
- respond confidently to questioning
- communicate clearly under pressure
- maintain credibility and professionalism

Typical audience
Senior staff and executives

Delivery format
Workshop (half-day or full-day)

Boardroom ready: Building director capability

Overview
A program that builds capability for effective participation in board and governance environments.

Participants will explore
- roles and responsibilities of directors
- governance principles
- effective board engagement
- decision-making in governance contexts

Outcomes

Participants will:

- understand governance responsibilities
- contribute effectively in board settings
- strengthen decision-making capability
- operate confidently in governance environments

Typical audience

Senior leaders and aspiring directors

Delivery format

Workshop (full-day)

Data and information governance

Overview

A program that strengthens governance capability in managing data and information.

Participants will explore

- principles of data governance
- managing information responsibly
- risk and compliance considerations
- supporting decision-making through governance

Outcomes

Participants will:

- understand data governance principles
- manage information responsibly
- support compliance and risk management
- strengthen governance capability

Typical audience

Managers and leaders

Delivery format

Workshop (half-day or full-day)

Consulting in action

Overview

A program that builds consulting capability to support organisational problem-solving and delivery.

Participants will explore

- consulting approaches and frameworks
- diagnosing problems
- engaging stakeholders
- delivering practical solutions

Outcomes

Participants will:

- apply consulting approaches
- diagnose organisational challenges
- engage stakeholders effectively
- deliver practical outcomes

Typical audience

Staff and managers

Delivery format

Workshop (full-day)

Collaborative governance: Systems thinking for real public impact

Overview

A program that builds capability in collaborative governance and systems-based approaches.

Participants will explore

- principles of collaborative governance
- systems thinking in public policy
- working across boundaries
- achieving shared outcomes

Outcomes

Participants will:

- apply collaborative governance approaches
- work effectively across systems
- strengthen cross-agency collaboration
- deliver improved public outcomes

Typical audience

Senior staff and leaders

Delivery format

Workshop (full-day)

Cognitive load theory: Smarter learning and better design

Overview

A program that applies cognitive science to improve learning design and delivery.

Participants will explore

- principles of cognitive load theory
- designing effective learning experiences
- managing complexity in learning
- improving knowledge retention

Outcomes

Participants will:

- design more effective learning
- apply cognitive load principles
- improve engagement and retention
- strengthen learning outcomes

Typical audience

Learning and development professionals

Delivery format

Workshop (half-day or full-day)

The influence of service

Overview

A program that strengthens leadership and influence through service-oriented approaches.

Participants will explore

- the role of service in leadership
- influencing through service delivery
- building trust through service
- aligning service and outcomes

Outcomes

Participants will:

- strengthen service-based leadership
- influence through service delivery
- build trust with stakeholders
- improve service outcomes

Typical audience

Leaders and service delivery roles

Delivery format

Workshop (half-day)

Nationally recognised capability pathways

Programs in this domain provide structured, accredited learning aligned to nationally recognised units of competency. They support sustained capability development through applied learning, workplace practice and formal recognition.

PSP40122 Certificate IV in Government

Overview

A nationally recognised qualification that builds capability in public sector service delivery, supporting participants to operate effectively within government environments.

Participants will explore

- working within government frameworks and systems
- delivering quality public sector services
- applying policy and procedural requirements
- communication and stakeholder engagement

Outcomes

Participants will:

- apply public sector knowledge in practice
- deliver services in line with government requirements
- communicate effectively with stakeholders
- strengthen professional capability in government roles

Typical audience

APS and state/territory government staff

Delivery format

Structured program aligned to nationally recognised units of competency. Workplace-based learning and assessment included.
Self-paced elearning

PSP 50122 Diploma of Government

Overview

A nationally recognised qualification that strengthens leadership, policy and program capability within government contexts.

Participants will explore

- policy development and implementation
- leadership and management in government
- program and project delivery
- working within complex governance environments

Outcomes

Participants will:

- apply policy and program capability in practice
- lead and manage effectively in government settings
- deliver outcomes within complex environments
- strengthen professional and leadership capability

Typical audience

Supervisors, managers and policy professionals

Delivery format

Structured program aligned to nationally recognised units of competency.
Workplace-based learning and assessment included.
Self-paced elearning

Strengthen capability where it matters most

Capability challenges rarely sit in isolation. They emerge in how decisions are made, how leaders behave and how teams deliver under pressure.

The Interaction Capability System™ is designed to address these underlying drivers by strengthening behavioural foundations, leadership capability and delivery discipline in an integrated way.

We partner with organisations to:

- strengthen judgement and decision-making in complex environments
- build leadership capability aligned to governance and performance expectations
- improve consistency, accountability and delivery outcomes
- support cultural alignment, trust and behavioural integrity
- design structured capability pathways aligned to organisational priorities.

Flexible delivery aligned to your needs

Programs can be delivered as:

- stand-alone capability interventions
- structured cohort-based development programs
- organisation-wide capability uplift initiatives
- elearning and scalable digital solutions
- nationally recognised qualification pathways

All programs can be delivered in-person or virtually and tailored to reflect your organisational context.

Evidence-informed, always

Our programs are grounded in behavioural science, neuroscience and organisational research, ensuring capability development translates into observable behavioural change and sustained performance improvement.

Let’s design the right capability pathway

Whether you are addressing a specific capability gap or designing a broader development pathway, we can help identify the right mix of diagnostics, coaching, programs and delivery approaches for your context.

Detailed program outlines, pathway design options and tailored solutions are available on request.

Contact us

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