

Celebrating 30 Years

In 2024, Interaction Consulting celebrated its 30th year providing management consultancy client services. We are deeply proud of our success as an organisation and of our 30 year history supporting our clients to achieve their objectives, be their best and to grow both professionally and personally. Over the 30 years, we have seen many trends come and go but what never changes is the value of investing in people, teams and organisations. It is an investment in the future that builds flexible, future-focused mindsets and organisations.

At Interaction, we are driven by a desire and passion to make a positive difference in this world. We build ongoing and meaningful connections with our clients as, the more we understand what is important to you, the greater our ability to support and serve you.

Interaction Consulting drives positive change.

Interaction has been providing boutique + bespoke consultancy services, focusing on strategy, capability and change, for over 30 years. We partner with clients to improve productivity, enhance performance and drive positive change.

Our solutions are bespoke. We take the time to get to know you so that we can tailor a solution that we are confident will be fit for purpose and provide you with a significant return on investment.

Strategy - We help you choose what to do, what not to do, and when, in response to an often dynamic and unpredictable business landscape.

Capability - We build the skills, knowledge, behaviour, mindset and confidence that will help you realise your business goals.

Change + Transformation - We help you to determine if change is needed or feasible. We show you how to change, and then we bring your transformation to life.

Our highest value is trust. We establish and nurture enduring client relationships and partnerships, to support you through the good times and the bad. Our team comprises experienced and passionate professionals and we serve anyone who needs support improving productivity and driving positive change.

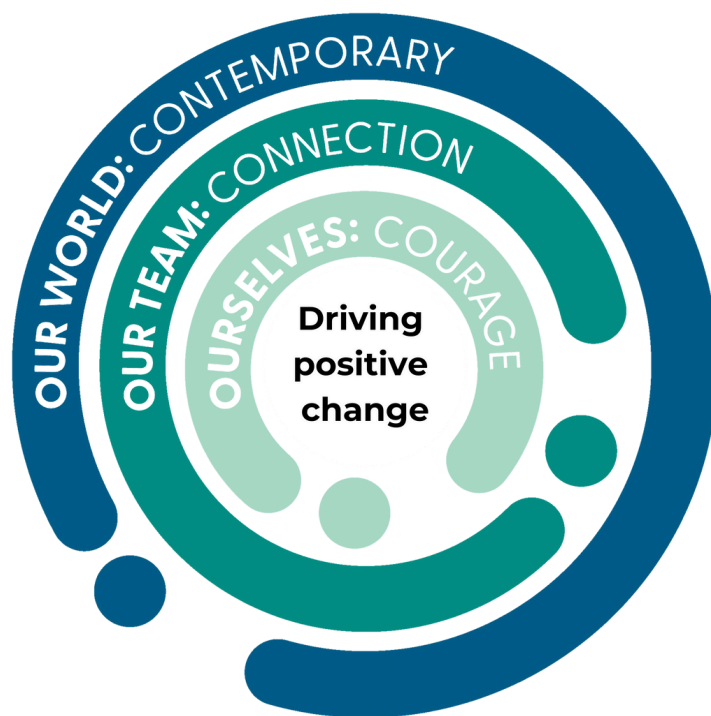
Our other guiding Company values are:

Contemporary – We commit to provide you with the best thinking, theory + approaches.

Connection – We behave in a way that builds meaningful relationships.

Courage – We are courageous and we aren't afraid to take risks that will drive positive change.

We are a proudly female and Australian-owned small business, located in Canberra ACT and Helensburgh NSW, and our business structure is outlined below.



Strategy Services

Why Strategy?

Business strategy serves as the lighthouse in the storm. Strategy is a series of guiding principles that will contribute to your organisation making an aligned pattern of business decisions that lead to a desired outcome. It provides clarity to people within an organisation as to where they should focus effort and resources.

Good strategy provides a clear roadmap, consisting of a set of guiding principles or rules, that defines the actions people in the business should take (and not take) and the things they should prioritise (and not prioritise) to achieve those desired goals. It takes away the guessing and uncertainty and ensures everyone is working in the same direction.



How can Interaction Consulting help?

We help you choose what to do, what not to do and when; in response to an often dynamic and unpredictable business landscape. Interaction Consulting can support your strategy in the following ways.

- Ideation
- Design
- Blueprints
- Roadmaps
- Complex problem-solving
- Facilitation + workshops
- Consultancy
- Leadership development
- Coaching
- Team-building
- Coaching
- Execution

A vision is not just a picture of what could be; it is an appeal to our better selves, a call to become something more."

— Rosabeth Moss Kanter, American sociologist and Professor at
Harvard Business School

Examples

These examples illustrate how Interaction Consulting leverages its services to address specific client needs, from strategic ideation and design to leadership development, team-building, and effective strategy execution.

Client Example 1: Ideation and Strategy Design

Client Background: A mid-sized technology startup is facing increased competition in its niche market. They need to redefine their product strategy to maintain market leadership and explore new revenue streams.

Interaction Consulting Approach:

- **Ideation:** We facilitate brainstorming sessions with key stakeholders to generate innovative product ideas and market strategies.
- **Design:** We develop a comprehensive strategy blueprint based on the ideation sessions, outlining clear goals and actionable steps.
- **Roadmaps:** We create detailed roadmaps that guide the implementation of the new strategy, setting milestones and timelines for key initiatives.

Outcome: By leveraging Interaction Consulting's ideation and strategy design services, the startup successfully launches a new product line that captures a larger market share and establishes itself as an industry leader in innovation.





Client Example 2: Strategy Execution for Public Sector Transformation

Client Background: A government agency responsible for public transportation is tasked with modernising its infrastructure and service delivery to enhance efficiency and customer satisfaction.

Interaction Consulting Approach:

- **Consultancy:** We conduct an in-depth analysis and consultations with stakeholders to understand current challenges and opportunities.
- **Blueprints and Roadmaps:** We develop detailed blueprints and roadmaps for infrastructure upgrades, service improvements, and technology integration.
- **Complex Problem-Solving:** We address and solve complex issues such as budget constraints, regulatory compliance, and stakeholder management.
- **Facilitation + Workshops:** We facilitate workshops and collaborative sessions to align various departments and stakeholders on the transformation goals and implementation strategies.

Outcome: By leveraging Interaction Consulting's expertise in strategy execution and problem-solving, the government agency successfully implements a phased modernisation plan. This plan includes infrastructure upgrades, improved service delivery, and enhanced technological capabilities, leading to increased efficiency, reduced operational costs, and improved public satisfaction with the transportation services.

Client Example 3: Strategy Execution and Consultancy

Client Background: A financial services firm wants to expand its service offerings into new geographic regions but needs a structured approach to navigate regulatory challenges and market dynamics.

Interaction Consulting Approach:

- **Consultancy:** We provide expert consultancy services to analyse market opportunities, regulatory requirements, and competitive landscape.
- **Execution:** Working closely with the client's internal teams, we develop and execute a phased strategy rollout plan, ensuring alignment with organisational goals and regulatory compliance.
- **Facilitation + Workshops:** We facilitate workshops to align stakeholders and refine the strategy based on market feedback and evolving business dynamics.

Outcome: The financial services firm successfully enters new markets with a well-executed strategy, achieving regulatory approval and gaining a competitive edge, thanks to Interaction Consulting's strategic guidance and execution support.



Capability Services

Why Capability?

Building capability among staff – at all levels – is surely one of the most urgent challenges for today's leaders. Whatever type of organisation you are leading – whether large or small, a government or commercial enterprise, urban-based, regional or remote, the same types of challenges typically emerge when it comes to developing (and keeping) staff.

- First, there is the challenge of identifying what, typically, is lacking in their current spectrum of skills, capabilities and attributes. How can you tell, easily and with confidence, which abilities are lacking in your staff so as to align organisational needs with employee capability?
- Second, there is the challenge of finding the right level of training. Even if the needs of your staff are similar across age-bands and seniority, nuances are going to emerge between the needs of a new entrant compared to those of the experienced executive.
- Third, how will you find and work with a training organisation that not only understands these challenges but has a strong track-record of providing answers that lead to impactful change?



"Education is the passport to the future, for tomorrow belongs to those who prepare for it today."

– Malcolm X

How can Interaction Consulting help?

We build the skills, capabilities and mind-set in your staff that will help you realise your business goals

Interaction offers a suite of solutions to these and other, similar challenges. Our experience, along with our analytical tools and expertise, help us identify what it is that staff, in any given context, are lacking. Once the skills gap is identified we can then provide guidance around participant selection and cohort composition, aligning needs and potential with organisational goals and values.

We have also developed a scaffold of learning: a structured approach to training and growth, outlined in the following pages, that meets the needs of staff at different levels of their career journey, helping them to learn, grow and succeed in today's fast-moving and competitive world. Please refer to our most requested training programs in the following pages. These are just a sample of the dozens of training programs we have delivered and they can be tailored and customised to your specific needs.

With over 30 years of experience, Interaction can help your employees flourish, reaping the rewards of greater engagement, better conversations, improved morale and higher productivity and performance. The emphasis throughout our programs is on the adult education experience: learning that is enjoyable, interactive and engaging, that taps into participants' innate understanding of contexts and issues in their specific industry or sector, and that brings together discussions, pair-work, case studies, workshops and guest speakers along with role plays, coaching and communities of practice in an approach that guides and inspires.



Examples

These examples illustrate how Interaction Consulting's tailored training and development programs cater to diverse organisational needs, from public sector leadership to healthcare skills enhancement and tech sector management training, fostering skill growth, mindset shifts, and impactful organisational outcomes.

Client Example 1: Leadership Development in Public Sector

Client Background: A government agency responsible for environmental conservation is undergoing a leadership transition and seeks to empower its senior management team to effectively navigate complex environmental policies and community engagement.

Interaction Consulting Approach:

- **Leadership Training:** We design and deliver a tailored Leadership Development Program focusing on strategic thinking, stakeholder management, and decision-making in environmental policy contexts.
- **Workshops and Seminars:** We conduct interactive workshops and seminars integrating case studies and guest speakers from the environmental sector to deepen understanding and foster innovative solutions.
- **Diagnostics:** We utilise diagnostic tools that build leadership self-awareness.
- **One-on-One Coaching:** we provide personalised coaching sessions to senior leaders to enhance their leadership skills, mindset, and confidence in driving sustainable environmental initiatives.
- **Diversity and Inclusion:** We encourage you to ensure diverse representation in program participants to promote inclusive decision-making and leverage varied perspectives for holistic environmental conservation strategies.

Outcome: Through Interaction Consulting's leadership development program, the government agency equips its senior management with enhanced capabilities and a unified vision, leading to improved policy implementation, strengthened community relations, and sustainable environmental outcomes.





Client Example 2: Foundation Skills Training in Healthcare Sector

Client Background: A regional hospital network aims to standardise patient care practices and enhance staff competencies across multiple facilities to improve healthcare service delivery and patient outcomes.

Interaction Consulting Approach:

- **Foundation Skills Training:** we develop and implement a comprehensive Foundation Skills Training Program for healthcare professionals focusing on patient safety protocols, effective communication, and clinical best practices.
- **Role Play and Experiential Learning:** We integrate role-playing exercises and experiential learning modules to simulate real-world healthcare scenarios and reinforce critical skills in a controlled environment.
- **Coaching and Resources:** We provide ongoing coaching support and access to resources such as clinical guidelines and evidence-based practices to ensure sustained learning and application.
- **Participant Selection:** We assist in selecting participants based on performance metrics, capability gaps, and alignment with organisational values to maximise training impact and cultivate a culture of continuous improvement.

Outcome: By partnering with Interaction Consulting, the hospital network achieves standardised care practices, increased staff confidence, and enhanced patient satisfaction, resulting in improved clinical outcomes and operational efficiencies across its facilities.

Client Example 3: Management Training in Technology Sector

Client Background: A tech startup experiencing rapid growth needs to equip its mid-level managers with advanced leadership and strategic management skills to sustain expansion and innovation.

Interaction Consulting Approach:

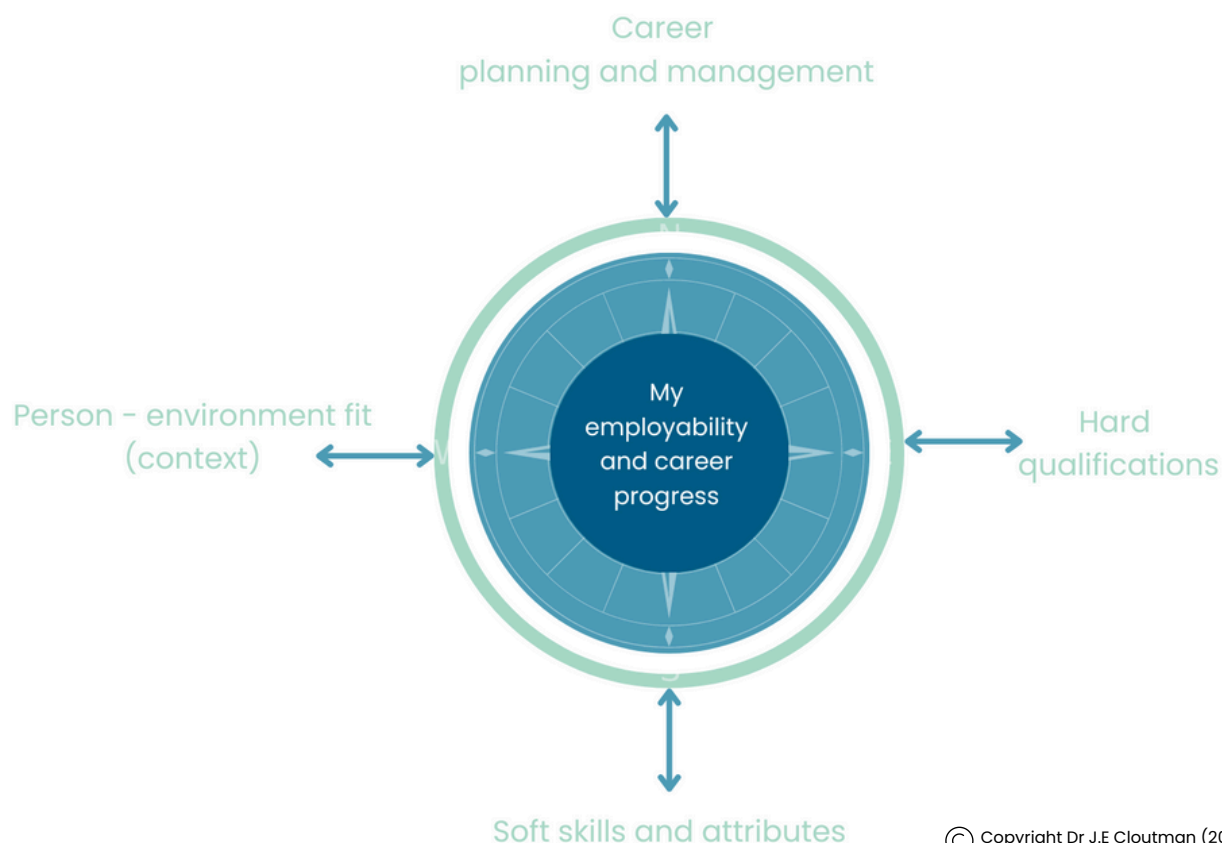
- **Management Training:** We design a customised Management Development Program tailored to the startup's growth trajectory, focusing on agile leadership, innovation management, and scaling strategies.
- **Case Studies and Guest Speakers:** we incorporate relevant case studies and industry experts as guest speakers to provide practical insights and inspire innovative thinking among participants.
- **Fun Experiential Learning:** We utilise interactive and engaging learning formats such as gamification and team-building activities to reinforce learning outcomes and foster collaboration.
- **Resource Support:** We provide comprehensive resources including toolkits, templates, and access to contemporary management literature to support ongoing skill development and application.

Outcome: Through Interaction Consulting's management training initiative, the tech startup empowers its managers to navigate challenges, drive innovation, and sustain growth in a competitive market, positioning itself as a leader in technology innovation and organisational agility.



Foundation Skills

Building and managing a successful career takes, from the very beginning, a commitment to developing resilience, skills and capabilities in four key areas, represented here by the four points of the compass in a 'career compass'. What needs to be worked on? Look more closely into the courses and support we provide to new entrants to the workforce. See which point, or points, of the compass most need attention, and give us a call to discuss.



CAREER PLANNING AND MANAGEMENT

- Career management basics
- Confidence building
- Indigenous career planning
- TESOL training (EFL)
- Building relationships and engagement for new workforce entrants

HARD QUALIFICATIONS

- Certificate IV in Government
- Certificate IV in Business
- Diploma in Business

SOFT SKILLS AND ATTRIBUTES

- Constructive conversations
- Developing core and essential skills
- (Introduction to) Strategic thinking
- Presentation Skills for Graduates

PERSON-ENVIRONMENT FIT*

- Introduction to working in government
- Introduction to policy/social policy
- Writing skills for graduates in government

*Meaning, you successfully navigate the working environment you're in

Management Skills

Thrive: Work smarter, not harder

Acquiring the soft skills to thrive in the workplace and move ahead is essential in today's workforce. These workshops train participants in personal planning and efficiency: smarter ways of working by using adaptability, resourcefulness, and time management to gain efficiencies. Other workshops focus on working collaboratively and, for those in the APS, on how to smoothly navigate parliamentary processes, work effectively on policy and respond to senior decision-makers. Work smarter – not harder!!

Mastering communications

These workshops are designed to help you master every aspect of internal and external communications – from building stakeholder relationships and cross-cultural understanding, to writing for impact and persuasion, to pitching, presenting, and dealing with the media. Techniques for handling the more challenging aspects of communication are also included: these can include effectively managing bullying or harassment, dealing with complaints or dealing with challenging behaviours.

The effective manager

Effective management has many aspects. It could mean mastering the more nuanced aspects of leading at an executive level. It could involve managing performance, leading projects, or managing complex environments. It might include influencing, persuading or negotiation. Budgeting, contract management and customer service are also likely to be areas to sharpen up on and feel in control. These and a variety of other essential topics are included in our 'managing effectively' cluster of workshops.





Your Scorecard

How are you, your team or your organisation doing in each of these areas?

Mark yourself out of 10 in each area and give us a call.



Thrive: Work smarter, not harder

Mastering communications

The effective manager

Leading teams

Strategic thinking

**Governance, equity, ethics and risk
management**

YOUR SCORE OUT OF 60

Leading teams

Knowing the foundations of team building and how to build high-performing or multi-disciplinary teams are vital first steps in successfully leading a team. Part of this process is learning how to handle meetings effectively, how to coach and mentor others, and how to help them successfully build their own careers. Supervising others can take years of experience to master – but these programs can cut that time significantly, while highlighting effective and efficient management techniques designed to make your life easier.

Strategic thinking

Becoming aware of your own patterns of thinking and of approaching your role and its complexities is perhaps one of the bigger challenges of management today. To be able to do this, you need to engage with emotional intelligence, (the ability to manage and regulate your own emotions), along with the critical and strategic thinking skills needed to survive and thrive in the modern world of work. Our workshops help you identify and understand the core competencies involved in mastering these attributes and in using them to research, evaluate, innovate, and lead.

Governance, equity, ethics and risk management

Even with all of the skills and knowledge embedded in the above courses and workshops, there is still an ethical aspect to managing others that needs to be highlighted here. Your work may involve dealing with risk management, leading quality audits, or engaging with compliance and fraud control. Knowing how to manage risk and how to lead a modern, diverse and inclusive workforce are essential parts of your management toolkit, and these programs focus in on these topics.



Leadership Skills

Leading from the front: Communications

If contemporary leadership involves leading from the front – then mastering all aspects of modern communications that aid with being at the front – must surely rank as one of the key capabilities of today's accomplished leader. Let's start with strategy: it isn't just about developing or designing a strategy for your organisation. It's much more about having the strategic foresight to see what's over the horizon, while thinking and planning strategically... and then communicating that vision to those you lead, and to those you seek to influence.

That innate ability to communicate should ripple through everything you do: from leading meetings, to writing briefs and policy and appearing at committees, to creating speeches that have impact. Along the way, you should master the communication techniques needed to negotiate and influence as well as master the art of having those difficult conversations, with staff or clients, that are bound to come up from time to time. Our courses and programs are specifically designed to help you reach expert level not only in these more obvious forms of communication, but to also become highly proficient in more tacit, non-verbal forms of communication, such as championing acceptable behaviour and conveying that to those around you.

Below are a sample of our programs.

Leading from the front: Communications

Advanced writing skills (inc. Ministerial writing & correspondence & writing briefs

Briefing parliamentary committees and decision makers

Championing acceptable behaviour

Communication & representational skills

Influencing, negotiation & stakeholder engagement

Managing difficult conversations

Policy analysis // policy masterclass

Preparing for (and appearing at) Senate Estimate Committees

SES level presentation skills

Speechwriting with impact

Stakeholder engagement masterclass

Strategic foresight

Strategically lead meetings

Strategic thinking



The attributes of leadership

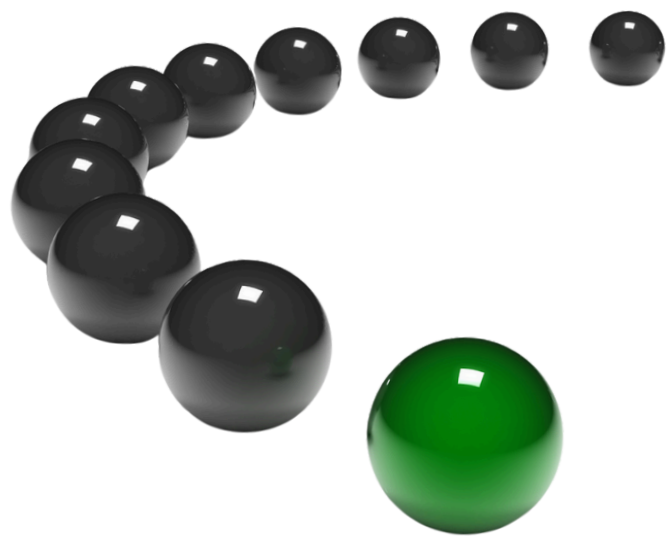
There are many types of leader; however, if you were to put leadership under the magnifying glass for a few minutes and to ask what the most common traits of successful leadership were, the ones that define a superb leader, then several key attributes are going to continually show up. First, the accomplished leader is highly organised: he or she can lead and manage not only the bigger picture, but monitor progress down to the granular level through superb project management capabilities. The second attribute of the accomplished leader is 'political nous': the ability to read a situation, to read others and to capitalise on opportunities as they arise while navigating the complexities of the environment - the contextual backdrop - that they move in. Third, the ability to lead change is inherent, change being an inevitable part of the business dynamic. Leading others to understand change and direct them, efficiently and with minimal disruption, through it, is a defining characteristic of the skilful leader. The fourth key attribute of the successful leader is greater than normal resilience: the seasoned leader works at pace, effectively and efficiently and without letting things disturb or interrupt them or put them off course.

Some would say these traits are acquired through (prolonged) experience. We respectfully disagree. While that's partially true, attributes - of whatever type - can be learnt, if the program and the facilitator are correctly prepared. Our leadership courses and workshops are designed to accomplish exactly this: to instil the attributes of today's leader, in a learning context, thus shortening the time it takes to acquire them, while providing a supportive and collaborative atmosphere in which to forge the capabilities of effective leaders.

Below are a sample of our programs.

The attributes of leadership

Governance masterclass
High level research
Manager to leader
Leading change // lead cultural change
Leadership / leadership masterclass
Political nous
Project management masterclass
Rebuilding after change
Resilience at leadership level
Senior (SES) leadership development
Strategic leadership
Women in leadership



Change Services

Why Change?

Whether desired or thrust upon us, change is inevitable. As humans, we are creatures of habit. We tend to stick to routines and patterns and often resist change. However, we know that effective organisations evolve and grow and we know that those that don't, do not thrive. If you want different results, you have to do things differently. The idea that you can't expect different results by doing the same thing every day is not a new one. It was famously attributed to Albert Einstein, who defined insanity as "doing the same thing over and over again and expecting different results." We understand that change can be challenging for organisations teams and individuals, so at Interaction Consulting, we support constructive change that gets you where you need to be.



How can Interaction Consulting help?

We help you to determine if change is needed or feasible. We show you how to change; and then we bring your transformation to life. Interaction Consulting can help you change in the following ways.

- Implementation
- Complex problem-solving
- Change management
- Blueprints
- Delivery
- Facilitation + workshops
- Consultancy
- Coaching
- Mediation
- 360 degree feedback processes such as LSI, LCP and GENOS
- Self assessments processes such as HBDI and TMP

"Change is the law of life and those who look only to the past or present are certain to miss the future."

— John F. Kennedy, US President

Examples

These examples showcase how Interaction Consulting helps organisations navigate change effectively through strategic implementation, problem-solving, and tailored consultancy and coaching services.

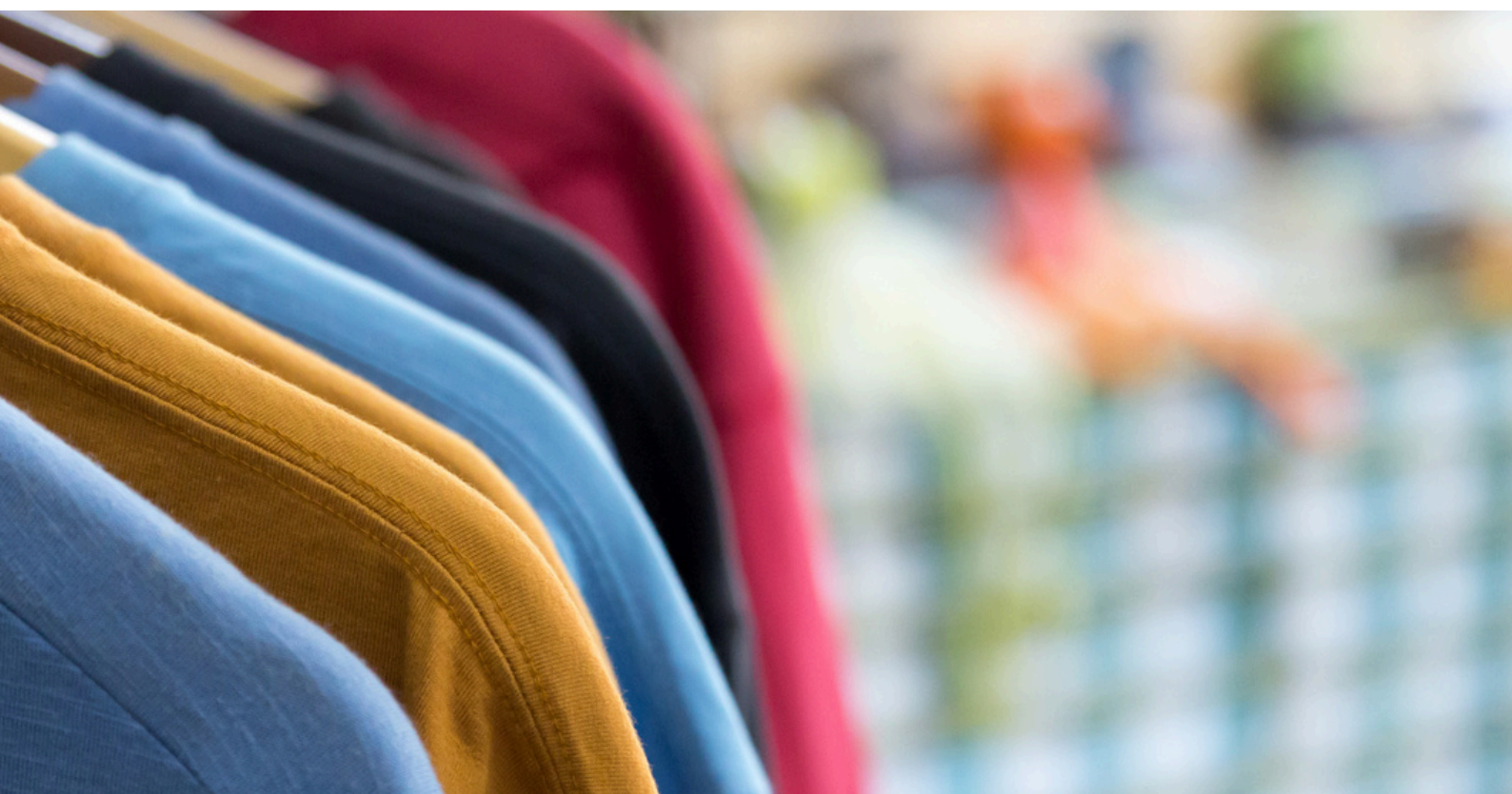
Client Example 1: Change Management and Implementation

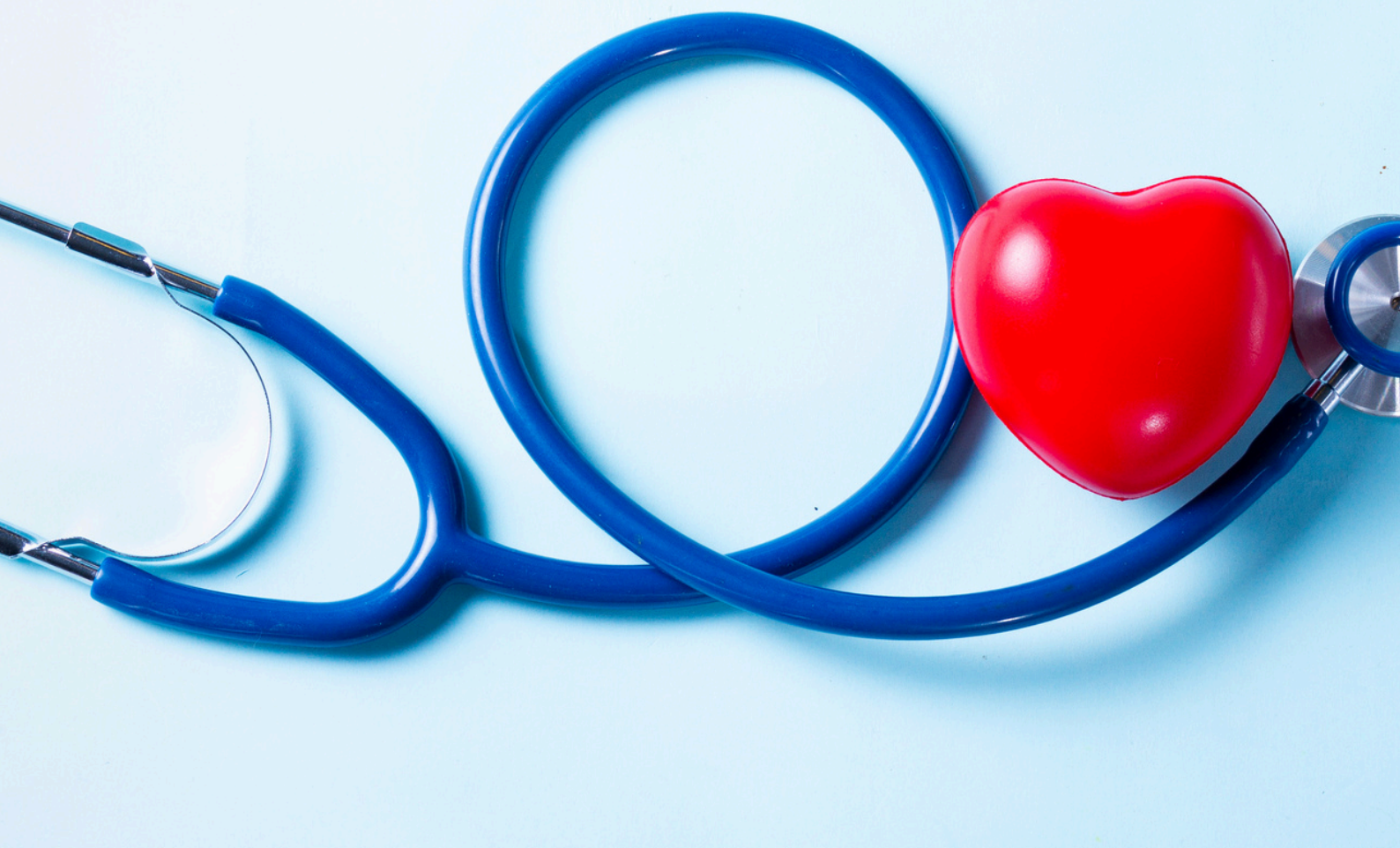
Client Background: A large multinational corporation in the retail sector is experiencing declining sales and needs to revamp its operational strategy to regain market share.

Interaction Consulting Approach:

- **Change Management:** We conduct a comprehensive analysis of current market trends, customer preferences, and internal processes to identify areas for improvement.
- **Implementation:** We develop and implement a new strategic plan focused on product innovation, customer experience enhancement, and operational efficiency.
- **Facilitation and Coaching:** We provide workshops and coaching sessions for key executives and managers to align them with the new strategy and foster a culture of adaptability and innovation.
- **Consultancy:** Offer ongoing consultancy to monitor progress, adjust strategies as needed, and ensure successful implementation of change initiatives.

Outcome: Through Interaction Consulting's change management and implementation support, the corporation successfully revitalises its market position, achieving increased sales, improved customer satisfaction, and sustainable growth.





Client Example 2: Public Sector Diagnostics and Facilitation

Client Background: A government agency responsible for healthcare services is facing challenges in delivering quality care efficiently amidst budget constraints and increasing demand.

Interaction Consulting Approach:

- **Diagnostics:** We conduct comprehensive diagnostics including 360-degree feedback processes and assessments like HBDI (Herrmann Brain Dominance Instrument) to evaluate leadership effectiveness, team dynamics, and operational efficiency.
- **Facilitation and Consultancy:** we facilitate workshops and strategic planning sessions with healthcare professionals and stakeholders to co-create solutions and strategies for improving service delivery.
- **Change Implementation:** we support the agency in implementing identified improvements through structured change management processes, ensuring buy-in from all levels of the organisation.

Outcome: With Interaction Consulting's diagnostic insights and facilitation support, the government healthcare agency enhances operational efficiency, improves patient care outcomes, and optimises resource allocation, thereby meeting increasing demands effectively within budget constraints.

Client Example 3: Complex Problem-Solving in the Education Sector

Client Background: A university is experiencing declining student enrollment and needs to address systemic issues affecting its reputation and attractiveness to prospective students.

Interaction Consulting Approach:

- **Complex Problem-Solving:** We analyse enrolment data, student feedback, and competitive analysis to identify root causes of declining enrolment and reputation challenges.
- **Change Management:** We develop a strategic plan focused on enhancing academic programs, improving campus facilities, and revitalising marketing and recruitment strategies.
- **Delivery and Coaching:** we deliver workshops and training sessions to faculty and staff on implementing new initiatives and fostering a student-centered culture.
- **Consultancy:** we provide ongoing consultancy to monitor progress, adjust strategies based on market feedback, and ensure sustainable improvements.

Outcome: Through Interaction Consulting's tailored approach to complex problem-solving and change management, the university successfully reverses its enrollment decline, enhances its academic reputation, and creates a more vibrant campus environment conducive to student success.

