

Why Capability?

Building staff capability is one of the biggest challenges facing today's leaders. No matter what kind of organisation you run – big or small, government or business, city-based or regional, the same issues often come up when it comes to developing and keeping good people.

First, how do you know what skills your staff are missing? It can be hard to clearly and confidently identify the gaps between what your team can do now and what your organisation really needs.

Second, how do you choose the right training? Even when staff have similar needs, the kind of support a new starter needs will be different to what's useful for an experienced executive.

Third, how do you find a training provider that gets these challenges and has a proven track record of helping teams grow in ways that really make a difference?



"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 don't just train, we transform!

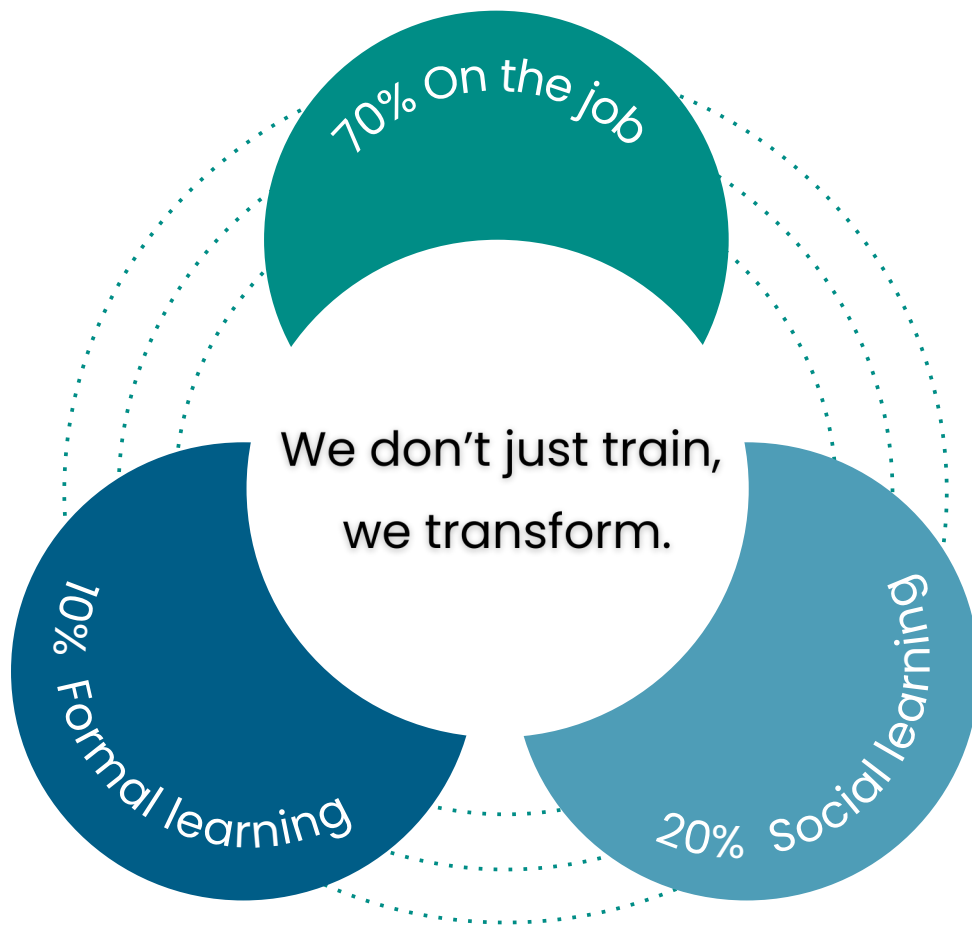
At Interaction, we work with clients who are at different stages of understanding their workforce capability needs. If you're unsure where the gaps are, we can conduct a targeted capability needs assessment to help identify priorities and align learning with organisational goals. If you already know what your people need, we can partner with you to design and deliver a tailored, bespoke solution.

Our programs are flexible, evidence-based and grounded in 30+ years of experience delivering high-impact training across the public and private sectors. We offer guidance on participant selection, cohort mix and learning pathways to ensure that development efforts are meaningful, relevant and well-aligned with your values and strategy.

We've also developed a scaffolded approach to learning – supporting staff at every level of their career journey, from entry-level to executive. On the following pages, you'll find some of our most requested training programs. Some of these programs can be delivered as off-the-shelf solutions, ready to go when you are, or we can work with you to tailor and adapt the content to suit your specific context, priorities and workforce needs. Whether you're after a proven, time-efficient option or a fully customised approach that aligns perfectly with your organisation's goals, we offer the flexibility to support you. The choice is yours and we're here to partner with you, whatever your needs, to deliver meaningful, high-impact learning experiences.

Our focus is always on the evidence-based, adult learning experience: engaging, interactive and practical. Whether through workshops, real-world case studies, role plays, coaching or communities of practice, we create learning environments that energise participants and lead to better conversations, stronger performance and sustained engagement.





INTERACTION

| Offering | Audience | Recommended duration |
|---|-------------|----------------------|
| Wired for insight: The neuroscience of self-awareness and regulation | All | Full day |
| Immunity to change | All | Half day |
| The resilience reset | All | Full day or Half day |
| Modern mindfulness | All | Half day |
| Certificate IV in Government PSP40122 | All | 6 – 9 months |
| Diploma in Government PSP50122 | All | 12 months |
| Different by design: Unlocking potential and performance with HBDI | All | Full day or Half day |
| Safe minds and strong teams | All | Full day |
| MYDA – Make Your Documents Accessible | All | Self-paced elearning |
| From data to decisions: Interpreting your survey results | All | Full day or Half day |
| Serving with integrity and respect | Entry level | Half day |
| From fixed to flexible: Building a growth mindset | Entry level | Half day |
| From draft to delivery | Entry level | Full day |
| People first – Service that makes a difference | Entry level | Full day or Half day |
| Data literacy: The story behind the numbers | Entry level | Full day |
| Delivering with integrity: Building accountability skills | Entry level | Full day |
| Contribute, collaborate and succeed – The power of team contribution | Entry level | Full day or Half day |
| Delivering with purpose: Project management in practice | Entry level | Full day or Half day |
| EQ foundations: Understanding yourself and others | Entry level | Full day or Half day |

| Offering | Audience | Recommended duration |
|---|-------------|----------------------|
| The mentee mindset: Maximising your mentorship | Entry level | Half day |
| Speak smart: The science of effective communication | Entry level | Full day |
| Your role in change: Contribute, adapt and succeed | Entry level | Half day |
| How policy shapes positive outcomes | Entry level | Half day |
| Management in action | Manager | 3 days |
| The supervisor development program | Manager | 4-5 days |
| The art of stakeholder strategy | Manager | Full day |
| Polished and persuasive presentation skills | Manager | Full day |
| Developing policy with purpose | Manager | Full day |
| Values in action | Manager | Half day |
| Lean in and lead forward | Manager | Four days |
| Catalyst: Unlocking capability and confidence | Manager | Four days |
| Better together: Building a positive team culture | Manager | Full day |
| Understanding and influencing your authorising environment | Manager | Full day |
| Smart choices: Building core decision skills | Manager | Full day |
| Make it count: Job applications that open doors | Manager | Full day or Half day |
| Stand out and speak Up: Smart interview skills | Manager | Full day or Half day |
| Team building for purpose and performance | Manager | Full day or Half day |
| Mind over matter: Influence, negotiation and persuasion | Manager | Full day or Half day |

| Offering | Audience | Recommended duration |
|--|----------|----------------------|
| Feedback ready: A tool for professional growth | Manager | Half day |
| Clear, kind and constructive: Feedback that works | Manager | Full day or Half day |
| Change: Handle with influence | Manager | Full day |
| Intentional impact: The power of strategic thinking | Manager | Full day |
| Momentum: Managing people and performance | Manager | Full day |
| Look, learn, lead: Getting value from 360 feedback | Leader | Half day |
| Coach-led leadership | Leader | Full day |
| Decision excellence: The expert's edge | Leader | Full day |
| The mentor's tool kit | Leader | Half day |
| The skilled facilitator | Leader | Full day |
| Ethical and values-based leadership | Leader | Full day |
| Leadership Edge Mastery | Leader | Four days |
| Culture leadership: Shaping systems and shifting mindsets | Leader | Two days |
| Across the line: Transitioning to the SES | Leader | Full day |
| Appearing before Parliamentary Committees | Leader | Half day |
| The influence edge: Mastery in mind, message and momentum | Leader | Full day |
| Leading change with confidence and commitment | Leader | Full day |
| Thinking in systems: Making sense of complexity | Leader | Full day |
| Adaptive strategy in action | Leader | Full day |
| From policy to performance | Leader | Full day |
| Data and information governance | Leader | Half day |

| Offering | Audience | Recommended duration |
|---|------------------|----------------------|
| Mastering Adaptive Leadership | Senior Executive | Two days |
| Boardroom ready: Building Director capability | Senior Executive | Two days |
| Stewards of trust: Ethics and integrity in public leadership | Senior Executive | Full day |
| Subtle shifts: Mastering the art of the nudge | Senior Executive | Full day |
| Communicating complexity with confidence | Senior Executive | Full day |
| The change strategist: Theory into impact | Senior Executive | Full day |
| The influence of service | Senior Executive | Full day |
| Cognitive load theory: Smarter learning and better design | Senior Executive | Full day |
| Consulting in action | Senior Executive | Full day |
| Collaborative governance: Systems thinking for real public impact | Senior Executive | Full day |





Program details

We don't just train, we transform!

Serving with integrity and respect program is a foundational program designed to strengthen ethical awareness and professional conduct across all levels of the public sector. Grounded in organisational Values, Code of Conduct and the broader principles of public service, this session explores what it means to serve the Australian community with integrity, impartiality and respect.

Through practical examples, reflective discussion and real-world scenarios, participants will deepen their understanding of their responsibilities as public servants – from decision-making and use of authority, to respectful communication and accountability. Whether new to the public sector or seeking to refresh their commitment, participants will leave better equipped to navigate ethical challenges, support a respectful workplace culture and build trust with the community and their colleagues.

Wired for insight: The neuroscience of self-awareness and regulation is an engaging and evidence-based program designed to help professionals better understand how their brains influence behaviour, emotion, and decision-making, especially under pressure. Drawing on current research from neuroscience and psychology, this session explores the inner workings of self-awareness, emotional regulation and cognitive control, offering practical strategies for increasing personal insight and composure in challenging situations.

Participants will gain a deeper understanding of how the brain responds to stress, threat, and reward, and how these responses impact communication, performance and relationships at work. With a focus on real-world application, the program offers techniques to improve presence, emotional agility and executive functioning, the foundations of effective leadership, collaboration and resilience.

Whether you're looking to strengthen your emotional intelligence, sharpen your self-reflection or build a calm and focused mindset, this program provides tools to rewire unhelpful habits and show up with intention and clarity.

Immunity to change is a powerful and thought-provoking facilitated session that helps individuals and teams uncover the hidden mindsets and assumptions that block progress, even when there is a genuine desire to change. Based on the groundbreaking work of Robert Kegan and Lisa Lahey, this process guides participants through a structured exploration of their own internal "immunity" – the subconscious beliefs and protective strategies that unintentionally work against personal or collective goals.



Whether applied in a peer coaching format or within intact teams, this session provides a safe, reflective space to examine why meaningful change can be so difficult, despite motivation and effort. Participants work through a practical mapping process to surface competing commitments, test long-held assumptions and identify new pathways for change that are both authentic and sustainable.

This is not a quick-fix approach, but rather a deep and lasting shift in how individuals think about change, responsibility and learning. Ideal for leaders, teams or professionals navigating complex development goals, the Immunity to Change session builds insight, accountability and forward momentum, all from the inside out.

From fixed to flexible: Building a growth mindset is an energising and practical program designed to help individuals reframe their thinking, embrace challenges and unlock their potential for learning and development. Grounded in the research of Dr Carol Dweck and supported by current insights from cognitive science and psychology, this session explores the difference between a fixed mindset and a growth mindset and why that difference matters in the workplace.

Through interactive discussion and real-world examples, participants will reflect on how their beliefs about ability, failure and feedback shape their behaviour and influence their performance. The program introduces practical strategies for shifting thinking patterns, fostering curiosity and responding constructively to setbacks which are essential skills for learning, resilience and innovation in today's fast-changing work environment.

Whether applied to leadership, collaboration, or personal development, a growth mindset supports individuals and teams to take initiative, adapt with agility and stay open to new possibilities. Participants will leave with increased self-awareness, actionable techniques and the confidence to move from "I can't" to "I'm not there yet."

The resilience reset is a timely and transformative program designed to help individuals and teams build the personal and collective capacity to thrive in the face of ongoing change and challenge. In today's fast-paced and unpredictable environment, wellbeing and resilience are no longer optional, they're essential ingredients for sustained success.

This program explores the practical strategies and mindset shifts that underpin psychological resilience and workplace wellbeing. Participants will gain insight into how stress affects performance, how to reset after setbacks and how to foster habits that support mental, emotional and physical health. With a focus on realistic, evidence-based tools, the session supports people to build personal resilience while contributing to healthier, more engaged and more productive teams.



The resilience reset recognises that resilience isn't about pushing through at all costs, it's about knowing when to rest, how to reset and how to respond with clarity and confidence under pressure. Organisations that invest in resilience and wellbeing are seeing real benefits: reduced burnout, improved retention and higher overall performance.

This session is ideal for anyone seeking to navigate complexity with strength and purpose – and lead themselves and others through change with greater impact.

Modern mindfulness is a practical and accessible program designed to help busy professionals build focus, clarity and emotional balance in today's fast-paced work environment. Drawing on contemporary neuroscience and evidence-based mindfulness practices, this session explores how simple, intentional habits can improve attention, reduce stress, and enhance overall wellbeing, without requiring hours of meditation or a complete lifestyle overhaul.

Through guided activities, reflection and discussion, participants will learn how to incorporate mindfulness into everyday tasks, from emails to meetings and how to use mindful awareness to respond rather than react in challenging situations. The program also introduces techniques for managing distractions, improving presence in conversations and sustaining energy and focus throughout the day.

Whether you're new to mindfulness or looking to refresh your practice, Modern Mindfulness offers down-to-earth tools that can be immediately applied in both professional and personal contexts. Participants will leave with a deeper understanding of how the mind works under pressure and how to create more space for calm, intention and clarity in the moments that matter most.

The Certificate IV in Government (PSP40122) is a nationally recognised qualification designed for individuals working in, or aspiring to work in, the public sector. This program builds practical knowledge and skills aligned to the core responsibilities of government roles, with a strong focus on ethical conduct, service delivery, communication and working within legislative and policy frameworks.

Participants will explore how government operates at a systems level while developing hands-on capabilities in areas such as client engagement, diversity and inclusion, writing for government and supporting risk and compliance processes. The program is grounded in the values of public service and is ideal for those looking to enhance their performance, step into new responsibilities or formalise on-the-job experience with a qualification.



Delivered in a flexible format combining interactive workshops, self-paced learning and practical assessment tasks, the Certificate IV in Government offers a supported and relevant pathway for building capability across a broad range of public sector contexts. By the end of the program, participants will be equipped with the knowledge and confidence to contribute effectively, ethically and professionally within government roles.

From draft to delivery is a practical and highly relevant program designed to strengthen writing skills for those working in the public sector. Clear, concise and purposeful writing is critical in government settings, where communication must meet high standards of accuracy, accountability and accessibility.

This program focuses on developing the skills needed to write with impact and precision across a range of public sector formats, including briefs, emails, reports, ministerial correspondence and policy documents. Participants will learn how to structure information logically, tailor messages to diverse audiences (including senior executives and ministers) and use plain language to ensure clarity and professionalism.

With an emphasis on real-world writing challenges, the program also covers editing techniques, common pitfalls and how to manage tone, consistency and formatting in line with style expectations. Whether you're drafting complex advice or routine communications, From draft to delivery provides the tools to write more efficiently and effectively.

Ideal for those new to government writing or seeking a refresher, this program builds capability, confidence and credibility in written communication, supporting strong public sector outcomes through clear and purposeful language. This program can also be tailored to a non-government environment.

Different by design: Unlocking potential and performance with HBDI is an interactive, facilitated team session based on the Herrmann Brain Dominance Indicator (HBDI) framework. This proven approach helps teams better understand the diverse thinking styles and preferences that each member brings to the table. By exploring how different cognitive preferences influence communication, problem-solving and decision-making, teams gain deeper insight into their collective strengths and potential areas for growth.

Participants will engage in activities that reveal their individual HBDI profiles and learn how to appreciate and leverage diverse perspectives. The session fosters empathy, collaboration and adaptability by helping team members recognise why they think and behave differently and how those differences can become powerful assets when intentionally harnessed.



Through practical application and facilitated reflection, Different by design empowers teams to improve communication, enhance creativity and increase overall effectiveness. This session is ideal for teams seeking to elevate performance by embracing cognitive diversity, fostering inclusive collaboration and unlocking untapped potential within their group.

Safe minds and strong teams is a practical and compassionate training program designed to help organisations build awareness, understanding and capability around mental health in the workplace. Recognising that mental wellbeing is essential to individual and team performance, this program equips participants with the knowledge and skills to identify early signs of mental health challenges and provide appropriate support.

Through a mix of interactive discussions, real-world scenarios and evidence-based strategies, participants will learn how to foster a psychologically safe environment where people feel respected, heard and supported. The program explores common mental health issues, how they may present at work and the impact they can have on individuals and teams. It also provides guidance on how to approach conversations with care, reduce stigma and connect colleagues with appropriate resources.

Safe minds and strong teams empowers organisations to move beyond awareness towards action, creating workplaces where mental health is openly discussed, supported and prioritised. Suitable for managers, team leaders and staff at all levels, this program supports a culture of resilience, respect and inclusion that benefits both people and organisational outcomes.

People first – Service that makes a difference is an engaging and practical program designed to build service excellence in the public sector. Rooted in the principles of empathy, respect and accountability, this training equips participants with the mindset and skills to deliver meaningful, people-centred service – whether working directly with the public, across agencies or in internal service roles.

In a time of increasing complexity and diverse community needs, delivering service that makes a genuine difference requires more than just following procedures. This program explores how to actively listen, adapt to individual circumstances, respond with professionalism and navigate difficult conversations with confidence. Participants will also reflect on the impact of their role and the value of trust, inclusion and integrity in public service delivery.

Through interactive scenarios and discussion, participants will learn practical techniques for improving service outcomes, strengthening relationships and managing challenging interactions with clarity and care. Whether face-to-face, over the phone or in writing, People First reinforces the importance of every interaction and the opportunity each one presents to serve with purpose.



Ideal for frontline staff and anyone in service-facing roles, this program supports a culture of excellence and respect across government services.

Data literacy: The story behind the numbers is an essential capability for today's workforce. This practical and accessible program is designed to build confidence and competence in working with data, from interpreting basic trends to making informed, evidence-based decisions. In an environment increasingly driven by data, understanding how to read, question, and communicate data is no longer just a specialist skill, it's a core requirement for all roles.

This program demystifies key data concepts and introduces participants to the language of data in a relatable and non-technical way. Participants will learn how to interpret charts and dashboards, identify common data pitfalls and ask the right questions to ensure data is valid, ethical and fit for purpose. The session also explores how to communicate insights clearly, so that data supports good decisions and meaningful outcomes.

Whether you're reviewing reports, contributing to policy, or supporting service delivery, Data literacy provides the foundation to work confidently in a data-informed environment. Ideal for non-technical staff across all levels, this program helps participants build a critical skill set for the modern workforce turning numbers into knowledge and knowledge into action.

Delivering with integrity: Building accountability skills is a practical and thought-provoking program designed to strengthen personal and professional responsibility. In an environment where trust, transparency and outcomes matter more than ever, accountability is not just about compliance, it's about owning your role, delivering on commitments and acting with integrity every step of the way.

This program helps participants understand what accountability looks like in action and why it matters. Through real-world scenarios and reflective activities, participants explore how to set clear expectations, follow through effectively and communicate openly when things don't go to plan. The session also covers the link between accountability, performance and ethical behaviour, supporting a workplace culture where people take ownership of their actions and decisions.

By the end of the session, participants will feel more confident in holding themselves and others to account, navigating difficult conversations and contributing to a culture of responsibility and trust.

Delivering with integrity is ideal for all professionals looking to strengthen their leadership, collaboration and impact by building one of the core foundations of high-performing teams and effective workplace delivery.



Contribute, collaborate and succeed – The power of team contribution is an energising and practical program that explores what it truly means to be an effective team member in today's dynamic workforce. Great teams don't just happen, they're built on shared purpose, trust and the individual contributions of people who understand how to work together to deliver results.

This program focuses on the mindset, behaviours and skills that enable individuals to contribute meaningfully to team goals. Participants will explore how to communicate effectively, navigate differences and take ownership of their role while supporting others to thrive. The session highlights the value of psychological safety, respect and accountability in building teams where everyone feels they belong and can perform at their best.

Through interactive discussions and real-world application, participants will gain insight into their own strengths as team contributors and learn how to build stronger working relationships across diverse teams.

Contribute, collaborate and succeed is ideal for individuals at all levels who want to lift their impact, strengthen team dynamics and be part of a culture where contribution is valued, collaboration is second nature and success is shared.

Delivering with purpose: Project management in practice is a hands-on training program designed to build confidence and capability in managing projects. Whether you're new to project management or looking to sharpen your existing skills, this program provides practical tools, frameworks and strategies to plan, deliver and evaluate projects that align with organisational goals and community impact.

Participants will explore the core elements of successful project management, from defining scope and managing risk to stakeholder engagement and adaptive delivery. The program also introduces common project methodologies and helps participants understand how to tailor their approach based on project complexity, available resources and the dynamic nature of government environments.

Using real-world scenarios and interactive exercises, participants will learn how to lead or contribute to projects with clarity, accountability and purpose. They'll also gain insights into common challenges such as shifting priorities, cross-functional collaboration and managing project fatigue.

Delivering with purpose equips professionals with the mindset and methods to manage projects that make a meaningful difference, on time, on budget and with the people they serve in mind.



From data to decisions: Interpreting your survey results is a facilitated team session designed to help teams make sense of their survey data and turn insights into meaningful action. This collaborative process supports leaders and teams to reflect on key themes emerging from their results, identify priority areas for improvement and co-design practical next steps that support a positive and high-performing workplace culture.

In a psychologically safe and structured environment, teams will explore both strengths and challenges revealed by the data, with a focus on shared understanding rather than blame. The session promotes open dialogue and collective problem-solving, using the survey results as a launchpad for improvement, alignment and renewed commitment to workplace values and behaviours.

Facilitated by experienced practitioners, this session is tailored to the specific results and context of your team. It enables participants to move beyond numbers to explore root causes, identify quick wins and plan longer-term strategies that align with organisational goals and values.

From Data to decisions helps teams close the loop between feedback and action, building trust, improving engagement and supporting a culture of continuous improvement.

EQ foundations: Understanding yourself and others offers a practical and engaging introduction to emotional intelligence that lays the groundwork for personal growth and stronger workplace dynamics.

Emotional intelligence is increasingly recognised as a critical skillset in today's workplaces, shaping how we lead, collaborate and respond to challenges. This foundational program is designed to build awareness of how emotions influence behaviour, relationships and decision-making and to strengthen participants' ability to manage themselves and connect meaningfully with others.

Participants will be introduced to the five core elements of emotional intelligence, self-awareness, self-regulation, motivation, empathy and social skill - and explore how these elements show up in day-to-day workplace interactions. Through a mix of contemporary theory, self-reflection and group discussion, they will deepen their understanding of their own emotional patterns, learn strategies to manage reactivity and build insight into the emotional drivers of others.

Whether navigating pressure, working in teams or building professional relationships, participants will gain tools to respond with greater clarity, presence and intention. The program supports people to develop emotional agility and improve their capacity for connection, communication and influence, no matter their role.



The Mentee mindset: Maximising your mentorship is a focused and empowering program designed to help individuals get the most from mentoring relationships, whether formal or informal. While much emphasis is often placed on the role of the mentor, the success of any mentoring experience relies equally on the mindset, curiosity and active engagement of the mentee.

This program explores what it means to be an effective and empowered mentee. Participants will learn how to set clear goals, build trust with their mentor and take ownership of their growth and learning journey. The session covers practical strategies for preparing for mentoring conversations, giving and receiving feedback and navigating the dynamic nature of developmental relationships.

By cultivating self-awareness, openness and a proactive approach, mentees can accelerate their personal and professional development while building meaningful connections that support long-term success. Whether you're entering a new mentoring program or seeking to make the most of an existing relationship, The Mentee mindset equips you with the tools, insights and confidence to take the lead in your learning.

Ideal for early-career professionals, future leaders or anyone wanting to engage more effectively in mentoring.

Speak smart: The science of effective communication is a dynamic, evidence-based program designed to help professionals elevate their communication skills in any setting. Drawing on the latest research from neuroscience, psychology and behavioural science, this program explores how effective communication works and why it matters now more than ever in complex, fast-paced workplaces.

Participants will learn how to communicate with clarity, purpose and empathy. The program explores how to craft messages that land, listen with intention and adapt communication styles to suit different audiences and contexts. It also unpacks the subtle signals, tone, body language and timing that shape how messages are received and understood.

Whether you're presenting ideas, leading meetings, engaging stakeholders or giving feedback, Speak smart provides practical tools to enhance confidence, connection and impact. The session includes interactive exercises and real-world scenarios to help participants translate insights into action immediately.

Ideal for professionals at all levels, this program supports more meaningful collaboration, reduces misunderstandings and builds the communication confidence needed to influence and lead effectively.



Your role in change: Contribute, adapt and succeed is a practical and empowering program designed to help individuals navigate and thrive in times of organisational change. Change is a constant in today's environment and success depends not only on leaders but on every team member's ability to contribute positively, adapt flexibly and maintain focus on shared goals.

This program explores the mindset and behaviours that support effective participation in change initiatives. Participants will learn how to understand the reasons behind change, manage their own responses and engage constructively with colleagues. The session highlights strategies for overcoming resistance, communicating openly and staying resilient through uncertainty.

Through interactive discussions and reflective exercises, participants will identify their unique strengths and discover how to leverage them to support change outcomes. The program also emphasises collaboration, accountability and the importance of maintaining wellbeing throughout the change process.

Your role in change equips professionals with the skills and confidence to be active contributors to successful change, helping their teams and organisations to not just survive but thrive in evolving environments.

How policy shapes positive outcomes is an insightful program designed to deepen understanding of the crucial role policy plays in achieving meaningful results within the public sector. Policies are more than documents, they are strategic tools that guide decision-making, shape behaviours and deliver real benefits to communities.

This program explores the lifecycle of policy development, from evidence gathering and stakeholder engagement to implementation and evaluation. Participants will learn how well-crafted policy can address complex challenges, align with government priorities and drive positive social, economic and environmental outcomes.

Through interactive discussions and case studies, participants will gain practical insights into how policy decisions impact service delivery and public trust. The program also highlights the importance of collaboration, transparency and adaptability in effective policy-making.

Ideal for public sector professionals involved in or interested in policy work, How policy shapes positive outcomes builds capability to contribute thoughtfully and strategically to policy processes. It supports a deeper appreciation of how individual roles connect to broader government goals, empowering participants to be agents of positive change.



Management in action is an immersive and practical program designed to boost the confidence of managers in using their formal authority to deliver meaningful business outcomes. Grounded in realistic workplace simulations and role plays, this program enables managers to explore key responsibilities in a safe learning environment, where decisions can be tested without real-time consequences.

Participants will engage with a range of scenarios that mirror the complexities of public sector management, developing skills in planning business activities aligned to strategic priorities, recruiting and deploying teams and managing individual and team performance. The program also covers critical areas such as developing workforce capabilities, making informed decisions about employee entitlements and placements and exercising delegated authorities effectively.

Managers will gain confidence in managing budgets to meet objectives while maintaining a safe, healthy and inclusive workplace. Additionally, the program emphasises cultivating a professional and positive workplace culture that supports engagement and productivity.

Management in action offers a hands-on approach to learning that builds practical management capability and prepares managers to lead with authority, agility and integrity in today's complex public sector environment.

The Supervisor development program is a comprehensive and practical training experience designed specifically for public sector supervisors who are looking to strengthen their leadership, management and operational capability. Delivered across five full-day modules, the program supports participants to build the skills, knowledge and mindset required to lead teams with confidence, integrity and impact.

Developed in collaboration with multiple ACT Government directorates, the program is aligned with the ACT Public Service values of innovation, collaboration, respect and integrity. Each module combines theory and practice, featuring interactive activities, expert guest speakers and real-world case studies to ensure relevance and engagement. Topics include people management, governance, finance, HR processes and risk, tailored to the supervisory context.

The program also incorporates the Herrmann Brain Dominance Instrument (HBDI), offering participants deep insight into their own thinking preferences and how they can better communicate, lead and collaborate. With pre- and post-module activities to reinforce learning, the program is both reflective and results-oriented.

Now in its sixth year of delivery, the Supervisor development program continues to build confident, capable supervisors who support high-performing teams, reduce operational risk and contribute to a culture of excellence in the public sector.



Polished and persuasive presentation skills is a dynamic training program designed to equip professionals with the confidence and techniques needed to deliver compelling presentations that captivate and influence any audience. Whether presenting in small meetings, large conferences or virtual settings, this program helps participants refine their message, build stage presence and communicate with clarity and impact.

Through a combination of practical exercises, feedback and expert guidance, participants will learn how to structure presentations effectively, use storytelling to engage listeners and employ vocal variety and body language to enhance delivery. The program also addresses common challenges such as managing nerves, handling questions and adapting to different audience needs.

By mastering these skills, participants will increase their ability to persuade, inspire and motivate stakeholders, clients or colleagues, ultimately driving better outcomes for their teams and organisations. Polished and persuasive presentation skills is ideal for professionals at all levels seeking to elevate their communication presence and make every presentation count.

The Art of stakeholder strategy is a focused training program designed to equip professionals with the skills and insights needed to build and sustain meaningful stakeholder relationships that drive strategic success. Effective stakeholder engagement is crucial in today's complex working environment, where collaboration and influence determine the success of projects, policies and initiatives.

This program guides participants through the essential steps of identifying, analysing and prioritising stakeholders to develop tailored engagement strategies. Learners will explore techniques for building trust, managing expectations and navigating diverse interests to foster positive partnerships. The program also addresses challenges such as conflict resolution, communication nuances and sustaining long-term stakeholder commitment.

Through practical exercises, case studies and interactive discussions, participants will gain confidence in planning and executing stakeholder engagement that aligns with organisational goals and creates shared value. Emphasising strategic thinking and emotional intelligence, The art of stakeholder strategy prepares professionals to influence outcomes, enhance collaboration and contribute to meaningful, sustainable results.

Ideal for project managers, policy advisors and leaders, this program supports building strong networks that underpin successful delivery and organisational outcomes.

Developing policy with purpose is a practical and engaging training program designed to equip public sector professionals with the skills and mindset needed to create clear, impactful and outcome-focused policies. In an environment where policy decisions directly affect communities and government priorities, this program emphasises purposeful policy development that drives positive, measurable change.



Participants will explore the full policy lifecycle, from identifying issues and gathering evidence to stakeholder consultation, drafting and evaluation. The program highlights the importance of aligning policy objectives with strategic goals and ensuring policies are practical, inclusive and adaptable in a changing environment.

Through interactive activities and real-world case studies, learners will develop skills in critical analysis, effective writing and collaborative consultation. The program also covers managing competing interests and navigating complex regulatory frameworks to deliver policies that are coherent, credible and trusted.

Developing policy with purpose empowers participants to contribute meaningfully to their organisation's policy agenda, ensuring their work supports transparent, ethical and results-driven public service. Ideal for emerging policy officers, advisers and anyone involved in policy design and implementation.

Values in action is a thought-provoking and practical program that supports professionals to translate organisational and public service values into everyday behaviours and decisions. In an environment shaped by public trust, integrity and accountability, aligning actions with values is not just expected, it's essential.

This program explores organisational values and codes of conduct, highlighting how these principles guide ethical behaviour, influence workplace culture and support high-quality service delivery. Participants will reflect on their own values, examine how values play out in challenging scenarios and learn how to respond with professionalism, consistency and courage.

Through discussion, case studies and experiential activities, participants will build confidence in navigating ethical dilemmas, handling grey areas and applying values-based decision-making in their roles. The program also explores the link between personal and organisational values and how a strong values foundation contributes to a respectful, inclusive and high-performing organisational culture.

Values in action helps individuals not only understand the 'what' of organisational values, but truly live the 'how'. It's ideal for anyone committed to making a positive contribution through principled, values-driven work.

Lean in and lead forward is an energising and practical leadership development program designed for emerging and aspiring leaders ready to take the next step in their professional journey. In today's fast-paced and evolving landscape, leadership is not just about authority, it's about presence, gravitas, purpose and impact.



This program helps participants build confidence in their leadership identity, equipping them with foundational skills to influence others, navigate change and contribute to high-performing teams. Drawing on contemporary leadership models and real-world case studies, participants will explore how to lead with self-awareness, communicate with clarity and cultivate a positive and inclusive workplace culture.

Through interactive activities, self-assessment tools and reflective practice, learners will identify their leadership strengths, clarify their values and develop practical strategies to lead from where they are, whether or not they hold a formal title.

Lean in and lead forward encourages participants to step up, speak up and lead with authenticity in service of their teams, organisations and the broader public purpose. This program is ideal for early-career professionals, team leads or anyone ready to grow their leadership capability with purpose and confidence.

Catalyst: Unlocking capability and confidence is a dynamic talent development program designed to accelerate growth, build professional confidence and empower high-potential individuals to take the next step in their careers. In a complex and fast-evolving world, the ability to adapt, lead and deliver results with confidence is critical.

This program provides a supportive and challenging environment where participants can stretch their thinking, build new capabilities and gain greater clarity about their professional strengths and future direction. With a strong emphasis on self-awareness, collaboration and practical skill development, participants will explore topics such as adaptive thinking, strategic communication, influencing without authority and building resilience under pressure.

Through workshops, peer learning, coaching-style conversations and applied activities, Catalyst encourages participants to move beyond technical competence and into confident, capable contributors ready for more complex challenges. The program is structured to connect learning with real workplace outcomes and to reinforce the value of continuous growth.

Ideal for emerging leaders, technical specialists or high-potential team members, Catalyst helps unlock the confidence and capability needed to step up, speak out and lead from any level of the organisation.

Better together: Building a positive team culture is an engaging and practical program designed to strengthen collaboration, trust and shared purpose within teams. In a time where connection, wellbeing and performance are more important than ever, fostering a healthy and inclusive team culture is not just a nice-to-have, it's essential.



This program explores the key ingredients of a positive team environment, including psychological safety, respectful communication, shared values and accountability. Participants will reflect on their own role in shaping team culture, learn strategies to build stronger working relationships and identify ways to create a culture where everyone can thrive.

Through real-world scenarios, group discussion and team-based activities, participants will explore how to navigate differences, give and receive feedback constructively and contribute to a culture of belonging and purpose. The program also addresses how to reset culture when things go off track and how to sustain positive momentum during change and challenge.

Better together supports teams to not only work well together, but to work with energy, mutual respect and a shared commitment to success. Ideal for teams of any size or stage, this program builds the foundation for long-term collaboration and team wellbeing.

Success often depends not only on delivering outcomes, but on navigating the complex web of stakeholders, power structures and expectations that form your authorising environment. This program helps participants develop the insight, skills and strategies needed to understand and positively influence that environment.

Understanding and influencing your authorising environment explores how authority, legitimacy and accountability are distributed across formal and informal networks. Participants will map the systems, relationships and decision-making processes that shape their work and learn how to align their actions with the expectations of those who grant them permission to lead and act.

Drawing on adaptive leadership, systems thinking and stakeholder analysis, the program equips learners with practical tools to engage constructively with influence holders, whether they are within an organisation, across agencies or in the broader community. It also builds confidence to navigate competing demands, respond to shifting priorities and sustain value under pressure.

Ideal for professionals at all levels, this program builds a deeper understanding of how to work strategically within the system, so you can move from compliance to influence and from delivery to lasting impact.

In a world of competing priorities, tight timelines and constant change, the ability to make clear, confident decisions is a critical workplace skill. **Smart choices: Building core decision skills** is a practical, foundational program designed to help participants strengthen their decision-making capabilities, whether they're tackling everyday tasks or contributing to more complex organisational choices.



Drawing on behavioural science and decision theory, this program explores how we make decisions, what gets in the way and how to build habits that support sound judgement. Participants will learn simple, effective frameworks to weigh options, assess risk and consider both short- and long-term consequences. They'll also develop awareness of common decision traps, such as bias, overconfidence or groupthink and how to manage them in real-world situations.

Through interactive scenarios, discussion and guided reflection, participants will improve their ability to analyse information, balance intuition with evidence and make decisions that align with their role and organisational objectives.

Whether working independently or contributing to team or leadership decisions, this program builds the confidence, clarity and mindset needed to make smart choices in any context. It's the perfect starting point for those looking to lift their decision-making skills and professional impact.

Make it count: Job applications that open doors is a practical and confidence, building program designed to help participants craft compelling job applications that stand out in today's competitive environment. Whether you're aiming for your next internal opportunity or making a bold career move, this program will give you the skills and strategies to showcase your capabilities with clarity and impact.

Participants will learn how to interpret job descriptions, align their experience with selection criteria and structure their responses using evidence-based, results-focused language. The program explores what selection panels look for, how to highlight values and capabilities and how to tailor your application for maximum relevance and influence.

Through guided writing exercises, peer feedback and expert insights, participants will leave with greater clarity, confidence and a practical toolkit for writing applications that truly reflect their strengths and potential.

Ideal for individuals at any stage of their career, Make it count helps you take ownership of your professional story, ensuring your next job application not only gets noticed, but opens doors to the opportunities you deserve.

Stand out and speak up: Smart interview skills is a focused and practical program designed to build confidence and capability for job interviews. Whether you're preparing for your first interview or looking to sharpen your performance for senior roles, this program equips you with the tools to present yourself with clarity, credibility and confidence.



Participants will learn how to prepare effectively for different types of interviews, understand what selection panels are really looking for and communicate their experience in a way that aligns with organisational values and capability frameworks. Using structured techniques like the STAR method, participants will practise responding to behavioural and scenario-based questions, receive real-time feedback and refine their storytelling to highlight impact and outcomes.

The program also explores mindset strategies to manage nerves, project confidence and stay focused under pressure. With an emphasis on authenticity and alignment, Stand out and speak up empowers participants to present the best version of themselves, professionally and persuasively.

Perfect for individuals at all levels, this program is a must for anyone ready to step into new opportunities and make their next career move count.

Team building for purpose and performance is an energising and practical program designed to bring teams together with clarity, connection and a shared commitment to success. In today's dynamic work environment, high-performing teams don't just happen, they are built through intentional effort, shared purpose and a culture of trust and accountability.

This program supports teams to explore what drives their performance, how they collaborate and what gets in the way. Through interactive activities, self-reflection and group discussion, participants will clarify their team's purpose, understand individual strengths and working styles and co-create a set of behaviours that support a high-trust, high-impact culture.

Teams will leave the session with a renewed sense of connection, a clear focus on what matters most and practical tools to enhance communication, alignment and shared ownership of outcomes. The program also supports teams to navigate change, strengthen resilience and work more effectively under pressure.

Ideal for intact teams of all sizes and stages, from newly formed to long established, Team building for purpose and performance helps unlock your team's full potential, ensuring you work better together and deliver meaningful results.

Mind over matter: Influence, negotiation and persuasion is a dynamic, contemporary program designed to equip professionals with the tools, techniques and confidence to navigate complex conversations, build alignment and shape outcomes. In a world of competing priorities and constant change, the ability to influence ethically, negotiate effectively and persuade with purpose is a critical capability for success.



Blending practical strategies with insights from emotional intelligence (EI) and neuroscience, this program explores how to apply influence, negotiation and persuasion in different workplace contexts. Participants will learn to recognise when to use each approach, how to adapt their communication style and how to engage others constructively, even in high-stakes or challenging interactions.

Program highlights include the negotiation continuum framework, the neuroscience behind how people respond to perceived threats and rewards and the application of EI to build trust and rapport. Through engaging activities, scenario-based role plays and reflection, participants will refine their skills in real time.

Participants will leave with a deeper understanding of human behaviour, a practical toolkit to influence outcomes and the confidence to communicate with clarity and conviction.

Feedback ready: A tool for professional growth is a practical and empowering program designed to help individuals embrace feedback as a vital driver of development, performance and success. In today's evolving workplaces the ability to receive feedback openly and use it constructively, is a hallmark of self-aware, resilient professionals and high-performing teams.

This program helps participants shift their mindset around feedback, recognising it not as criticism, but as valuable insight for learning and growth. Drawing on contemporary research from psychology and neuroscience, participants will explore why feedback can be challenging to receive and how to overcome the natural emotional responses that can block progress.

Through reflective exercises, real-world examples and simple, actionable tools, participants will build confidence in seeking feedback, interpreting it with clarity and applying it with intention. The program also supports participants to engage in meaningful feedback conversations, set development goals and build stronger working relationships based on trust and openness.

Whether you're early in your career or leading a team, Feedback ready will help you build a growth-oriented mindset, harness feedback effectively and take ownership of your professional journey.

Clear, kind and constructive: Feedback that works is a practical and thought-provoking program designed to build confidence and capability in giving feedback that drives performance, strengthens relationships and supports a positive workplace culture. In high-performing teams, feedback isn't avoided, it's part of how people grow, collaborate and stay aligned.

This program equips participants with a simple, effective approach to delivering feedback that is timely, respectful and impactful. Drawing on insights from emotional intelligence and neuroscience, the program explores the dynamics of feedback conversations, why they matter, why they can be challenging and how to approach them with clarity and care.



Participants will learn how to plan and structure feedback, manage difficult conversations and adapt their approach based on individual needs and team culture. They'll practise language that fosters accountability without blame and learn how to turn awkward moments into constructive dialogue.

Whether addressing performance, celebrating success or shaping behaviour, Clear, kind and constructive helps participants embed feedback as a leadership and collaboration tool, not just a process. By creating space for learning and mutual respect, the program supports stronger teams, better outcomes and a more engaged and resilient workforce.

Change: Handle with influence is a contemporary program designed to help individuals navigate and contribute to change with confidence, clarity and credibility. In today's fast-paced and constantly evolving environment, the ability to work effectively through change is not just desirable, it's essential.

This program explores the human side of change and provides participants with practical strategies to remain engaged, resilient and influential during periods of uncertainty or transformation. Rather than viewing change as something to be managed or endured, participants will learn how to influence outcomes, support others and lead by example, even without formal authority.

Through interactive discussion, evidence-based models and practical activities, the program builds an understanding of how people respond to change, what enables adaptation and how influence and communication play a central role. Participants will develop skills to manage their mindset, contribute positively and influence peers and stakeholders in a way that promotes progress and collaboration.

Change: Handle with influence empowers people to be active contributors in change processes, shaping better outcomes for their teams and organisations while maintaining momentum, trust and shared purpose.

Intentional impact: The power of strategic thinking is a future-focused program designed to build the mindset and capabilities needed to think strategically and influence outcomes with purpose. In complex and dynamic environments, strategic thinking is not just the domain of senior leaders, it's a core skill for anyone looking to make a meaningful contribution to their organisation's goals.

This program helps participants step back from the day-to-day and take a broader, longer-term view of their work. It explores how to align actions with organisational strategy, anticipate emerging risks and opportunities and make decisions that create value and direction over time. Participants will learn to apply strategic thinking tools to real-world challenges, uncover patterns and connections and communicate insights clearly to influence decision-making.



With an emphasis on practical relevance, the program blends contemporary frameworks with interactive activities and collaborative discussion. It encourages participants to be curious, reflective and intentional in how they contribute, plan and prioritise.

By the end of the program, participants will feel more confident thinking and operating strategically, whether they're designing policy, delivering services or shaping a workforce. Intentional Impact equips them to focus on what matters most and to lead from wherever they are.

Momentum: Managing people and performance is a practical and engaging program designed for supervisors and managers who are ready to lift their capability in leading teams and driving performance. With a strong focus on real-world challenges, this program supports participants to develop the confidence and skills to manage people effectively, foster engagement and align team efforts with organisational goals.

Participants will explore key elements of effective people management, including setting expectations, providing meaningful feedback, holding performance conversations and supporting development and accountability. The program also addresses how to navigate common leadership challenges such as low performance, motivation and managing across diverse working styles and team dynamics.

Built on values and contemporary leadership practice, Momentum combines practical tools, case studies and interactive activities to ensure learning is relevant and applicable. The program encourages self-awareness, reflection and a strengths-based approach to team leadership.

By the end of the session, participants will feel more capable of managing day-to-day performance, leading with purpose and sustaining momentum in their teams. Momentum is ideal for new and experienced people managers who want to create high-performing, positive team environments where people feel supported, accountable and motivated to succeed.

Look, learn, lead: Getting value from 360 feedback is a reflective and practical program designed to help individuals make the most of 360-degree feedback. Receiving feedback from peers, managers and direct reports can be a powerful tool for growth, but only when it's approached with openness, insight and a clear plan for action.

This program supports participants to interpret and respond to their feedback constructively, identifying both strengths to leverage and areas for development. With a focus on self-awareness, emotional intelligence and personal leadership, participants will learn how to move beyond defensiveness or confusion and instead use the feedback as a springboard for meaningful change.



Through guided reflection, facilitated discussions and structured tools, participants will learn how to recognise patterns in their feedback, align it with their professional goals and build strategies for growth. The program also explores how to maintain momentum and continue learning beyond the initial feedback process.

By the end of the session, participants will feel more confident in navigating feedback conversations, translating insights into actions and demonstrating leadership through their willingness to learn and evolve.

Look, learn, lead empowers professionals to turn feedback into fuel for performance, presence and progress.

Coach-led leadership is a practical and forward-thinking program designed to equip leaders with the mindset and skills of a coach. In today's dynamic and complex work environments, leadership is no longer about having all the answers, it's about asking the right questions, empowering others and cultivating capability across teams.

This program introduces leaders to core coaching principles, grounded in emotional intelligence, active listening and purposeful questioning. Participants will learn how to build trust, foster accountability and encourage continuous growth through high-impact coaching conversations. Whether guiding individuals through change, supporting performance or developing potential, the coaching approach offers leaders a powerful way to influence without directing.

Through real-world scenarios, role plays and guided reflection, participants will practise applying a coach-like approach to everyday leadership challenges. They'll explore how to shift from problem-solving to enabling insight, from instruction to empowerment and from managing tasks to developing people.

By the end of the program, leaders will have practical tools to build confidence, connection and capability in others, while enhancing their own leadership presence. Coach-led leadership isn't just a skillset; it's a leadership mindset that inspires growth, ownership and impact.

The Diploma of Government (PSP50122) is a nationally recognised qualification designed for public sector professionals seeking to deepen their understanding of government operations and enhance their strategic capability. This qualification is ideal for those working in supervisory, policy, regulatory, project or operational roles who want to build the skills, knowledge and confidence to lead effectively within the public service context.

Participants will explore a wide range of topics relevant to the complexities of government, including policy development and implementation, ethical decision-making, stakeholder engagement, governance and resource management. The program encourages critical thinking, systems awareness and an appreciation of the unique challenges and opportunities within public sector environments.



Learning is grounded in practical application, with a focus on real-world relevance and outcomes. Participants will engage in reflective practice, collaborative discussion and work-based activities that build both individual capability and organisational impact.

Whether you're looking to step into a leadership role or expand your influence in your current position, the Diploma of Government provides a solid foundation for career progression in the APS or state/territory government sectors. It supports participants to think strategically, lead with integrity and deliver outcomes that serve the public interest.

For experienced professionals navigating ambiguity, complexity and strategic responsibility, decision-making is no longer just a task, it's a leadership imperative. **Decision excellence: The expert's edge** is the advanced-level progression from Smart choices, designed for those who already bring foundational decision-making skills and are ready to sharpen their edge in high-impact environments.

This program explores how expert decision-makers manage uncertainty, balance competing interests and apply sound judgement under pressure. Participants will dive deeper into behavioural science, systems thinking and ethical reasoning to understand the forces shaping decisions in complex policy, operational and stakeholder contexts. It provides practical tools for building robust decision processes, leading group decision-making and maintaining clarity in the face of incomplete data, risk and scrutiny.

Through scenario-based learning, reflective practice and peer discussion, participants will build confidence in navigating challenging decisions that have long-term implications. The program also focuses on creating decision environments that foster psychological safety, diverse thinking and shared accountability, all hallmarks of expert leadership.

Ideal for senior advisors, team leaders and managers in government and beyond, Decision excellence equips participants to lead with clarity, influence outcomes and deliver decisions that are both defensible and aligned with purpose.

The mentor's toolkit is a practical and empowering program designed for mentors who want to guide, support and inspire others with clarity and confidence. Whether mentoring formally or informally, this program equips participants with the essential tools, techniques and frameworks to create high-value mentoring relationships that foster growth and capability.

Participants will explore the foundations of effective mentoring, including how to build trust, establish clear goals, set boundaries and adapt their approach to different developmental needs. The program blends contemporary adult learning theory with insights from coaching and leadership practice, providing mentors with strategies to listen deeply, ask powerful questions and give meaningful feedback.



Through interactive exercises, case studies and practical resources, participants will learn how to structure mentoring conversations, navigate common challenges and track progress over time. They will also reflect on their own leadership and communication styles to mentor with authenticity and impact.

By the end of the session, mentors will walk away with a well-rounded toolkit, ready to support others with purpose, develop potential and contribute to a culture of learning and collaboration.

The mentor's toolkit is the essential resource for those looking to mentor with intention, insight and influence.

The skilled facilitator is a practical and dynamic program designed for professionals who lead groups, guide discussions or shape collaborative outcomes. Whether facilitating meetings, workshops, strategy sessions or team conversations, this program builds the confidence and capability to create engaging, inclusive and outcome-driven group experiences.

Participants will learn the core principles of effective facilitation, including how to create psychological safety, manage group dynamics and navigate difficult conversations. The program draws on proven frameworks and contemporary facilitation methods, helping participants design and deliver sessions that encourage contribution, surface diverse perspectives and achieve clear outcomes.

Through hands-on practice, feedback and reflection, participants will develop techniques to manage energy, handle challenging behaviours, ask powerful questions and keep groups on track. They'll also explore their own facilitation style and learn how to flex their approach to suit different group needs and contexts.

By the end of the program, participants will be equipped to facilitate with confidence, presence and purpose, empowering groups to think critically, collaborate effectively and make meaningful progress together.

The skilled facilitator is essential for anyone looking to lead with influence and guide productive conversations that drive results.

Ethical and values-based leadership is a powerful and timely program designed for leaders who want to lead with integrity, authenticity and purpose. In today's complex public and organisational landscapes, the ability to align decisions and actions with clearly articulated values is not only expected, it's essential.



This program explores the foundations of ethical leadership, with a focus on navigating ambiguity, making values-based decisions and creating cultures of trust and accountability. Participants will reflect on their own values and leadership style, examine ethical dilemmas in real-world contexts and consider how to balance competing priorities while staying true to their principles.

Blending case studies, contemporary frameworks and interactive discussion, the program provides leaders with practical strategies to lead ethically under pressure, influence culture and role-model integrity at all levels of the organisation.

By the end of the session, participants will be more confident in applying ethical frameworks to complex challenges, leading with moral courage and fostering environments where values are lived, not just stated.

Ethical and values-based leadership is essential for current and emerging leaders committed to making principled decisions, earning trust and shaping a future built on respect, transparency and shared purpose.

Leadership today demands more than experience, it calls for agility, emotional intelligence and the courage to lead through uncertainty. **Leadership edge mastery** is a high-impact development program designed for experienced and emerging leaders ready to elevate their influence, decision-making and strategic capacity.

Grounded in contemporary leadership theory and enriched by real-world challenges, this program helps participants sharpen their leadership edge by exploring critical capabilities such as adaptive leadership, systems thinking, ethical decision-making and influencing with integrity. The program blends interactive workshops, peer learning, reflective practice and applied tools to stretch thinking and strengthen leadership presence.

Participants will deepen their understanding of their own leadership style, explore how to lead diverse teams through change and gain techniques for fostering innovation and psychological safety. They will leave with a personalised leadership development plan and the confidence to lead with clarity, resilience and purpose in complex public sector and organisational environments.

Whether stepping into a senior role or looking to refresh and refine their leadership approach, participants will walk away with a powerful toolkit and the mindset, to lead from the edge.

Culture is not created by chance, it's cultivated through leadership, systems and the everyday moments that shape how people think, feel and behave at work. **Culture leadership: Shaping systems and shifting mindsets** is a strategic and practice-oriented program for leaders who want to create meaningful, sustainable cultural change in their teams and organisations.



This program explores the leader's role in diagnosing cultural dynamics, designing impactful interventions and aligning systems and behaviours with strategic intent. Participants will learn how to influence mindset shifts, foster values-based behaviours and build environments that support inclusion, engagement, innovation and high performance.

Drawing from systems thinking, neuroscience, behavioural science and contemporary leadership theory, the program challenges participants to see beyond surface-level change. Through case studies, collaborative activities and reflective practice, they will explore what it takes to lead with authenticity, role-model values and embed culture in everyday decision-making and systems.

Ideal for senior leaders and change agents, this program equips participants with the insight, language and tools to lead culture intentionally, shaping the conditions for people to thrive and strategy to succeed. Because in the end, culture doesn't just support performance, it drives it.

Across the line: Transitioning to the Senior Executive is a targeted development program designed to support experienced public sector leaders as they prepare to step into Senior Executive roles. This program bridges the gap between executive-level management and the unique demands of Senior Executive leadership, offering practical tools, insights and reflection to ensure participants are ready to lead strategically, ethically and with impact.

The program explores what it means to lead from that level, shifting from operational oversight to whole-of-system thinking, strategic foresight and enterprise-wide leadership. Participants will deepen their understanding of their authorising environment, the importance of integrity and stewardship and how to influence policy and organisational direction at scale.

Through interactive sessions, case studies and peer learning, participants will refine their leadership identity, enhance their political and cultural agility and strengthen their ability to lead through complexity, ambiguity and reform. The program also offers guidance on preparing for the recruitment process and aligning personal purpose with public service values.

Ideal for Executive leaders ready to take the next step, Across the line equips participants with the mindset, capabilities and confidence to thrive in the Senior Executive.

Appearing before Parliamentary or Committees is a practical and confidence-building program designed for public sector employees who may be called to give evidence or provide support during parliamentary hearings. Appearing before a committee is a significant responsibility, requiring not only subject matter expertise but also a clear understanding of parliamentary protocols, accountabilities and expectations.



This program demystifies the parliamentary process, explores the role of committees in government scrutiny and accountability and prepares participants to contribute effectively, whether as witnesses or as part of a supporting team. Participants will learn how to prepare briefs and responses, engage with committee members respectfully and appropriately and navigate challenging questions with composure and professionalism.

Through real-world case studies, simulated hearings and insights from experienced practitioners, the program offers a safe environment to practise, refine responses and build confidence. It also reinforces the importance of integrity, impartiality and the APS Values in all committee interactions.

Whether you're new to the experience or seeking to sharpen your approach, Appearing before Parliamentary Committees equips public servants with the tools and mindset to represent their agency and the public service with clarity, accountability and credibility.

The influence edge - Mastery in message and momentum is an advanced program for experienced professionals ready to take their influence, negotiation and persuasion skills to the next level. Building on the foundational concepts explored in Mind over matter, this mastery-level experience deepens participants' understanding of the psychological, emotional and strategic levers of influence and how to apply them with precision in complex, high-stakes environments.

With a strong focus on presence, intention and impact, the program helps participants refine their ability to shape outcomes across systems, relationships and power dynamics. It explores how influence operates in layered organisational contexts, where decision-making is shared, stakeholders are diverse and momentum can stall without the right approach.

Participants will sharpen their skills in shaping narratives, aligning competing interests, sustaining influence over time and building coalitions for change. The program draws from cutting-edge behavioural science, systems thinking and advanced communication strategies, integrating immersive scenarios, real-world simulations and peer coaching for high-impact learning.

By the end of The influence edge, participants will be equipped with the mindset, message discipline and strategic foresight to influence not only conversations, but cultures and outcomes, with integrity, clarity and confidence.

Leading change with confidence and commitment is an advanced program designed for leaders and influencers who are ready to move beyond responding to change and step into shaping it. Building on the foundations of Change: Handle with influence, this next-level experience focuses on the strategic, cultural and relational dimensions of change leadership.



In today's complex and shifting landscape, leading change requires more than process management, it demands clarity of purpose, deep commitment and the confidence to bring people with you. This program equips participants with the mindset, tools and frameworks to lead transformative initiatives with authenticity, resilience and strategic foresight.

Participants will explore the conditions for sustainable change, including how to build a compelling case for change, foster psychological safety and align people, systems and values to achieve long-term results. Drawing on contemporary leadership theory, systems thinking and behavioural insights, the program encourages participants to reflect on their own change leadership style and create a practical roadmap for action.

Through experiential activities, peer learning and real-world application, participants will gain the confidence to lead with purpose and the commitment to stay the course, navigating complexity while inspiring trust, momentum and meaningful progress.

In an increasingly interconnected and fast-evolving world, linear thinking alone is no longer enough. **Thinking in systems: Making sense of complexity** is a practical and thought-provoking program designed to equip professionals with the tools to understand, navigate and influence complex systems and environments.

Drawing on systems thinking principles, participants will explore how policies, processes, behaviours and structures interact, often in unexpected ways. The program supports participants to move beyond symptoms and quick fixes and instead identify leverage points, patterns and root causes that lead to more effective and sustainable solutions.

Through real-world case studies, interactive mapping exercises and reflective discussions, participants will learn to "zoom out" for a broader perspective while staying grounded in action. They'll build confidence in working with uncertainty, making decisions amid ambiguity and engaging others in collaborative problem-solving.

This program is ideal for leaders, policy makers and strategic thinkers who want to enhance their capability to lead change, design policy and deliver results in complex and adaptive systems. Participants will leave with a practical systems toolkit and the mindset to see connections, challenge assumptions and drive positive outcomes across organisational boundaries.

In today's fast-changing and unpredictable landscape, traditional strategic planning can fall short. **Adaptive strategy in action** is a dynamic program designed to help leaders and professionals develop flexible, responsive strategies that thrive amid complexity and uncertainty.



This program focuses on building the capability to continuously scan the environment, anticipate change and adjust strategic approaches to align with evolving priorities and stakeholder needs. Participants will explore the principles of adaptive strategy, including systems thinking, scenario planning and real-time decision-making.

Through practical exercises, case studies and collaborative discussions, learners will develop skills to identify emerging risks and opportunities, challenge assumptions and foster innovation within their teams and organisations. The program encourages a mindset shift from rigid plans to strategic agility, enabling participants to lead confidently through complexity.

Adaptive strategy in action is ideal for managers, policy developers and leaders seeking to enhance their strategic influence and drive sustainable outcomes. By the end of the program, participants will have a toolkit to design and implement strategies that are both resilient and adaptable, ensuring their organisation remains effective in a rapidly evolving environment.

Turning policy into real-world outcomes is a critical capability for public sector professionals. **From policy to performance** is a practical, action-oriented program designed to equip participants with the skills and knowledge needed to successfully implement policies and deliver measurable results.

This program guides learners through the essential stages of policy implementation, from planning and stakeholder engagement to monitoring and evaluation. Participants will explore strategies to navigate common challenges, align resources effectively and foster collaboration across teams and agencies.

Through interactive activities and real-life case studies, the program emphasises the importance of clear communication, adaptive problem-solving and evidence-based decision-making in driving policy success. Learners will also develop a deeper understanding of the relationship between policy intent and operational realities, ensuring they can translate high-level goals into tangible actions.

Ideal for policy officers, managers and project leads, From policy to performance empowers participants to bridge the gap between strategy and delivery. By the end of the program, they will be confident in their ability to manage the complexities of policy execution, maximise impact and contribute to meaningful outcomes for their organisation and the community they serve.

In today's data-driven environment, effective management of data and information is crucial for organisational success, compliance and trust. **Data and information governance** is a comprehensive training program designed to equip participants with the knowledge and skills needed to establish robust frameworks that ensure data accuracy, security, privacy and responsible use.



This program covers the principles, policies and practices that underpin strong data governance, including data stewardship, regulatory compliance, risk management and ethical considerations. Participants will learn how to develop and implement governance structures that align with organisational goals, support decision-making and foster a culture of accountability.

Through practical examples, case studies and interactive discussions, learners will explore the roles and responsibilities of data custodians, the importance of data quality and strategies for managing data lifecycle and access controls. The program also addresses emerging challenges such as data privacy laws and cybersecurity risks.

Ideal for data managers, compliance officers and business leaders, Data and information governance empowers participants to confidently oversee data assets, mitigate risks and promote transparency. By the end of the program, participants will be equipped to drive effective governance practices that enhance organisational performance, protect stakeholder interests and build public trust.

Mastering adaptive leadership is an advanced program designed for leaders who want to thrive in today's rapidly changing and complex environments. Building on foundational leadership skills, this program dives deep into the principles of adaptive leadership, enabling participants to navigate uncertainty, drive innovation and lead transformational change with confidence and agility.

Participants will explore how to diagnose complex challenges that require shifts not only in strategy but also in mindset and behaviours. The program focuses on developing the skills to mobilise teams, engage diverse stakeholders and foster a culture that embraces learning and resilience. Through practical frameworks and real-world scenarios, leaders will learn to balance competing demands, manage resistance and sustain momentum in the face of ambiguity.

Mastering adaptive leadership combines evidence-based theory with experiential learning activities that sharpen critical thinking, emotional intelligence and strategic influence. By the end of the program, participants will be equipped to lead adaptively with greater self-awareness, agility and impact, positioning themselves and their organisations for long-term success in an ever-evolving landscape.

Boardroom ready: Building Director capability is a targeted program designed to prepare current and aspiring board directors for the complexities and responsibilities of governance at the highest level. This program equips participants with the knowledge, skills and confidence needed to contribute effectively to board discussions, decision-making and strategic oversight.



Participants will explore key governance principles, roles and fiduciary duties, along with contemporary challenges facing boards in today's dynamic environment. The program covers critical areas such as risk management, financial literacy for non-finance directors, ethical leadership and stakeholder engagement. Through interactive case studies and scenario-based exercises, participants will develop practical insights into how boards operate and how to add value as a trusted advisor and decision-maker.

Boardroom ready emphasises the importance of collaborative leadership and effective communication within the boardroom, helping directors navigate complex group dynamics and build consensus. By the end of the program, participants will have a clear understanding of their governance responsibilities and the confidence to engage strategically and ethically in board activities, contributing to the long-term success and sustainability of their chosen organisations.

Stewards of trust: Ethics and integrity in public leadership is a vital program designed to strengthen the ethical foundation and integrity of leaders within the public sector. In today's complex and highly scrutinised environment, public leaders must navigate competing interests while upholding transparency, accountability and public confidence. This program provides participants with a deep understanding of the ethical principles and values that underpin effective and responsible leadership.

Through real-world scenarios, reflective discussions and interactive exercises, participants will explore common ethical dilemmas faced by public leaders and learn practical strategies for making principled decisions. The program emphasises the importance of integrity as a cornerstone of public trust and highlights how ethical leadership drives organisational culture and community outcomes.

Participants will also examine frameworks for ethical decision-making, the role of personal and organisational values and approaches to fostering a culture of accountability and openness. By the end of the program, leaders will be equipped to lead with authenticity, navigate ethical challenges confidently and inspire trust within their teams and the broader public. Stewards of trust empowers public sector leaders to be guardians of integrity, ensuring their actions consistently reflect the highest standards of ethical conduct.

Subtle shifts: Mastering the art of the nudge is an innovative program designed to equip professionals with the skills to influence behaviour and decision-making through subtle, ethical techniques. Drawing on insights from behavioural economics and psychology, this program explores how small, strategic changes in the way choices are presented can lead to significant improvements in outcomes without restricting freedom or overt persuasion.



Participants will learn how to design 'nudges' that encourage positive behaviours, whether in policy implementation, organisational culture or service delivery, while respecting individual autonomy. The program delves into the science behind why people make decisions, common cognitive biases and how environments can be shaped to promote better choices naturally.

Through interactive case studies, practical exercises and reflective discussions, participants will develop the confidence to apply nudging principles in their own work contexts. They will explore ethical considerations, ensuring influence is applied transparently and responsibly.

By the end of Subtle shifts, participants will have a practical toolkit for crafting effective nudges that drive meaningful change. Whether working in public policy, leadership or community engagement, this program empowers professionals to foster better decisions and behaviours, helping organisations and communities thrive with minimal resistance and maximum impact.

Communicating complexity with confidence is a practical and thought-provoking program designed for professionals who need to convey complex information clearly, credibly and with impact. In today's fast-paced environment, subject matter experts, policy professionals, analysts and advisors are often required to communicate intricate ideas to diverse audiences, including executives, stakeholders and the broader community – people who likely do not share the same depth of knowledge.

This program equips participants with tools to simplify without oversimplifying, structure ideas for clarity and adjust their message for influence and understanding. Drawing on communication theory, storytelling techniques and cognitive psychology, the program explores how people process complex information and what helps ideas stick.

Participants will learn how to distil key messages, use language and visuals to aid comprehension and strike the right balance between detail and accessibility. Practical exercises and real-world scenarios give participants the opportunity to test and refine their skills in a supportive environment.

By the end of the session, participants will be better able to translate technical or detailed content into compelling messages that connect with their audience, whether writing a brief, delivering a presentation or engaging in stakeholder discussions. The result: greater confidence, stronger impact and better-informed decision-making across the organisation.

The change strategist: Theory into impact is an advanced program designed for experienced professionals who lead or advise on change initiatives and want to lift their strategic influence. In complex environments, successful change requires more than just implementation plans, it demands the ability to align vision, systems and people for lasting impact.



This program explores advanced concepts in change leadership, drawing on systems thinking, behavioural science and contemporary change theory. Participants will examine what enables sustainable transformation and how to lead change through influence, strategy and evidence-informed design. Through case studies, reflective practice and peer learning, they'll unpack the critical enablers of successful change, from shaping the narrative to aligning authorising environments and navigating resistance.

The program encourages deep thinking about the real-world complexity of change and the leadership required to shift mindsets, build momentum and integrate new ways of working. Participants will also reflect on their own role as a change strategist and how they can build the credibility and capability to lead with impact.

By the end of the program, participants will walk away with fresh insight, a sharpened toolkit and a deeper confidence to influence change that is not only delivered, but sustained.

The influence of service is a thought-provoking and practical program that explores how service, in all its forms, can be a powerful vehicle for influence, trust-building and lasting impact. Service is not just about delivering outcomes; it's about shaping perceptions, enabling collaboration and demonstrating leadership through action.

This program invites participants to reframe service as a strategic capability, not just a functional responsibility. Drawing on behavioural science, influence theory and real-world examples, participants will examine how everyday interactions, whether with stakeholders, clients, or colleagues, can be used to strengthen relationships, build credibility and shape outcomes. The program explores the subtle but powerful dynamics of service-based influence, from how we listen and respond, to how we anticipate needs and build alignment across diverse interests.

Through reflection, group discussion and scenario-based practice, participants will gain tools and insights to lift the quality and impact of their service mindset. They'll explore what it means to serve with clarity, boundaries and purpose and how this fosters trust, engagement and momentum.

Whether working behind the scenes or in high-visibility roles, participants will leave the program better equipped to influence through service and contribute to a culture that is responsive, values-driven and genuinely impactful.

Cognitive load theory: Smarter learning and better design is a practical and evidence-informed program designed to help professionals apply the principles of cognitive load theory to enhance learning, communication and performance. Whether you're designing training, creating policy briefs, leading meetings or presenting complex information, understanding how the brain processes and retains information is essential for clarity and impact.



Grounded in contemporary research from educational psychology and neuroscience, the program explores the three types of cognitive load, intrinsic, extraneous and germane, and how each affects an individual's ability to learn, focus and make decisions. Participants will learn how to reduce unnecessary mental effort, present information more effectively and structure content in a way that supports meaningful understanding and retention.

Using real workplace examples, interactive discussions and hands-on activities, participants will explore practical strategies for managing cognitive load in everything from document writing and presentations to instructional design and stakeholder engagement. They will also learn how to identify and avoid common pitfalls that overload working memory, create confusion or hinder learning.

Ideal for educators, leaders, communicators and policy professionals, this program offers actionable insights that translate directly into smarter learning design, clearer communication and more effective decision-making.

Consulting in action is a practical and engaging program designed specifically for internal consultants working within an organisation. As organisations face increasing complexity, shifting priorities and the need for agile, high-impact solutions, internal consultants play a critical role in driving improvement, solving problems and influencing outcomes from within.

This program equips participants with the mindset, methods and tools needed to consult effectively across the system, whether supporting a team, advising senior leaders or contributing to strategic reform. Participants will explore the end-to-end consulting process, including clarifying mandates, diagnosing challenges, co-creating solutions and supporting implementation. Emphasis is placed on navigating internal dynamics, building trust and creating value without formal authority.

Through real-world case studies, structured reflection and skill-building activities, participants will sharpen their ability to communicate with influence, manage stakeholders, think critically and work across silos. The program also explores the ethical dimension of internal consulting, including confidentiality, neutrality and professional responsibility.

By the end of the program, participants will be more confident and capable in their consulting approach, ready to step into complex environments, ask the right questions and support meaningful and measurable change from within. Consulting in action is ideal for professionals and experts seeking to amplify their impact..

Collaborative governance: Systems thinking for real public impact is a forward-thinking program designed for public sector professionals seeking to navigate complexity, foster collaboration and deliver meaningful outcomes across organisational and sectoral boundaries. As today's policy and service delivery challenges become more interdependent and dynamic, traditional siloed approaches often fall short. This program equips participants with the tools and mindset to lead and influence in a more connected, systems-oriented environment.



Grounded in systems thinking, the program helps participants understand the broader context in which decisions are made, relationships are formed and change unfolds. It explores how governance can be reimagined as a shared endeavour, one that depends on trust, inter-agency coordination and the capacity to influence across multiple stakeholders and interests. Participants will learn to map complex systems, identify leverage points for change and navigate power, accountability and legitimacy in collaborative settings.

Through case studies, discussion and practical frameworks, participants will build the confidence and clarity needed to contribute to systemic outcomes, whether designing joined-up policy, supporting cross-sector initiatives or engaging communities in co-design.

Collaborative governance enables public servants to work more effectively at the intersections of government, harnessing diverse perspectives to shape better, more sustainable results for the people they serve.

Make your Documents accessible (MYDA) is a self-paced, interactive e-learning program designed to equip professionals with the skills and awareness needed to create digitally accessible documents. With approximately 20% of people in developed countries facing challenges in reading and understanding digital content due to various impairments, this course addresses the critical need for inclusivity in document design.

Aligned with the Web Content Accessibility Guidelines (WCAG), the program covers essential topics such as the principles of digital accessibility, the importance of inclusive design, and the tools and techniques available to enhance document accessibility. Participants will learn how to identify accessibility issues, apply appropriate formatting and writing strategies, and understand their personal responsibility in ensuring content is accessible to all users.

Endorsed by Get Skilled Access, MYDA offers a unique, experiential learning experience that is both engaging and impactful. Through this program, participants will not only improve their technical skills but also contribute to creating more inclusive workplaces and communities.

By completing MYDA, professionals will be better prepared to produce documents that are accessible to a broader audience, thereby enhancing communication effectiveness and promoting equity in information access.

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