

OUR EXPERIENCE – KEY PROJECTS

Client	Assignment
Energex	<ul style="list-style-type: none"> Leadership Development Strategies, Leadership Circles, Executive Coaching and customer-focussed performance improvement programs for various business units.
The University of Queensland	<ul style="list-style-type: none"> Benchmarks® Assessment for Development Process for University Executive and Executive Deans, Heads of Schools, Directors of Centres and Divisions.
McCullough Robertson Lawyers	<ul style="list-style-type: none"> Leadership Circle for Support Services Managers
Waler Construction Group (Engineering Division)	<ul style="list-style-type: none"> Executive Development and Coaching using the Benchmarks® Assessment for Development Process, Leadership Circles as a vehicle for Management Development.
Queensland University of Technology (QUT)	<ul style="list-style-type: none"> Strategic Planning and Team Building Process Strategic Planning Workshops Developing a consulting business for the Faculty: Learning Leadership
Education Queensland (Shared Services Units)	<ul style="list-style-type: none"> Strategic Planning Process for Human Resource Personnel (Workshop and Workshop consulting)
Ministerial Committee on Education and Youth Affairs	<ul style="list-style-type: none"> Strategic Planning Process (Workshop and pre-workshop consulting)
Brisbane Grammar School	<ul style="list-style-type: none"> Facilitation of Single Bargaining Unit - Enterprise Bargaining Process
Gold Coast Alliance of State School Principals	<ul style="list-style-type: none"> High Performance Schools Project
Legal Aid Queensland	<ul style="list-style-type: none"> Strategic Development through Strategic Conversation
Thursday Island State Primary School , Torres Strait	<ul style="list-style-type: none"> Strategic Planning “Au Zageth Gunar”
Education Queensland	<ul style="list-style-type: none"> Leadership Circles for Executive Directors and School Principals
Various Public and Private Schools	<ul style="list-style-type: none"> Strategy, Performance Improvement and Team Building Programmes, Executive Coaching, Benchmarks ® Assessment for Development Process for Leadership Teams
Keperra Golf Club	<ul style="list-style-type: none"> Strategic Planning: “Our Future: Face-to-Face at Keperra”
Queensland Diagnostic Imaging	<ul style="list-style-type: none"> Strategic Planning and Executive Coaching
Cabwater	<ul style="list-style-type: none"> Executive Development and Coaching using Benchmarks®
Urban Development Institute, Queensland	<ul style="list-style-type: none"> Planning Workshop
National Jet Systems Group	<ul style="list-style-type: none"> Customer Satisfaction and leadership development to contribute towards business success, Benchmarks® Assessment for Development with Executive Team
Building Division, Department of Public Works, Qld	<ul style="list-style-type: none"> Strategic Change Management Consultancy. Benchmarks ® Assessment for Development Process for Executive Development
Australian Securities and Investment Commission,	<ul style="list-style-type: none"> Strategic Planning, Performance Improvement, and Team Building Program - regional management team and work units. Benchmarks®

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Queensland	Assessment for Development Process for Executive Development
Crown Law	<ul style="list-style-type: none"> Client Service and Leadership Development Workshops
Anglican Schools Office	<ul style="list-style-type: none"> Facilitation and Leadership of Workshops for leaders of Queensland Anglican Schools
Corporate Services Agency	<ul style="list-style-type: none"> Building a Client Services Strategy with Staff Teams
Emerald Agricultural College Council	<ul style="list-style-type: none"> Strategic Planning Workshop
Torres Strait Regional Education Council	<ul style="list-style-type: none"> Leadership Development Workshop
National Special Education Conference	<ul style="list-style-type: none"> Facilitation of the Conference
Australian Vice-Chancellors Committee	<ul style="list-style-type: none"> Leadership and Management Development Strategy, Middle Managers Workshop
Cooperating South East Queensland Universities	<ul style="list-style-type: none"> Facilitation and Leadership of the two program elements for university Middle Managers
Department of Administrative Services, Canberra	<ul style="list-style-type: none"> Whole of organisation Strategic Performance Improvement Program including organisation redesign
Australian Department Of Administrative Services, Queensland	<ul style="list-style-type: none"> Customer-driven strategy development with State Leadership Team
Uniting Church Of Australia	<ul style="list-style-type: none"> Strategic Planning, Succession Planning and Leadership Assessment for Development Program Facilitating the 1992 Conference, Brisbane
Department of Education	<ul style="list-style-type: none"> Development and implementation of a series of integrated activities for Registrars "Managing the Business of Education" People and Partnership, a collaborative strategy to develop partnership in school based management Review and restructure of the Human Resource Division Human Resources Division, strategic planning workshop South Coast Regional Office, Studies Directorate, Strategic Planning Workshop A Strategic Leadership Program for the Executive Management Team A programme to trial a collegial process of performance review and development using the Service Organisation Profile as an organisation-wide and individual performance feedback instrument Building a client-focussed delivery system with the executive team
Australian Resorts	<ul style="list-style-type: none"> Strategic Change Management Program to focus the organisation and its members during the "Offer for Sale" period
Department of Emergency Services	<ul style="list-style-type: none"> Customer Service information and Awareness Building for staff of support services Business Unit
Department of Primary Industries	<ul style="list-style-type: none"> Strategic Planning Workshop
Qantas Airways Ltd	<ul style="list-style-type: none"> Developing an enhanced Leadership Development Succession Planning Business Unit Performance Programme including implementing a 360° Assessment for Development Programme (Using the "Benchmarks" instrument) Strategic Staff and Customer Satisfaction Program to undergird drive

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	<ul style="list-style-type: none"> for domestic and international market leadership ▪ Team building and strategic planning for the Airport Managers of the new Qantas airline
Queensland Schools Curriculum Office	<ul style="list-style-type: none"> ▪ Facilitation of Inaugural Conference Process "Open Learning"
Queensland Emergency Services	<ul style="list-style-type: none"> ▪ Strategic Planning for Queensland Fire Services Division ▪ Whole of organisation Strategic Performance Improvement Program ▪ Strategic Planning and Team Building Program
Director-General Of Education, Queensland	<ul style="list-style-type: none"> ▪ Facilitating Final Phase of "Partners for Excellence" Strategic Planning Process (including the residential conference)
The Pelerman Group Hotels Division	<ul style="list-style-type: none"> ▪ Leadership and management of a customer-driven and staff-led performance improvement program
Uniting Church In Queensland	<ul style="list-style-type: none"> ▪ Working with the committee of review on future directions of the Department. ▪ Professional development of Community Service Division staff.
Totalisator Agency Board (TAB)	<ul style="list-style-type: none"> ▪ A customer service development program for Branch Supervisors (and CIC's) and Telebet Supervisors/Controllers ▪ A customer service development program for TAB Agents ▪ Strategic Planning and Leadership Workshops for the Senior Management team of the TAB. ▪ A Customer Satisfaction Staff Motivation Programme for Telebet operators
Department of Family Services, Aboriginal and Islander Affairs and the Director, Community Services Development	<ul style="list-style-type: none"> ▪ Working with the Executive Management Team and Division of Community Services Development to build strategic future directions
Simpson (NZ) Appliances Pty Ltd	<ul style="list-style-type: none"> ▪ Strategic leadership and performance improvement program to gain 50% marketshare
DB Group (New Zealand)	<ul style="list-style-type: none"> ▪ Strategic leadership and performance improvement program to build market leadership
Austotel Management Pty Limited	<ul style="list-style-type: none"> ▪ Leadership and performance improvement program for the Australian Hotel Group to undergird current strategic plans
Australian Air Express	<ul style="list-style-type: none"> ▪ Leadership and performance improvement program to assist current strategic customer focus
National Jet Systems	<ul style="list-style-type: none"> ▪ Preparation and management of an Organisation and Individual Performance Development Strategy
TAFETEQ, Queensland	<ul style="list-style-type: none"> ▪ Identify the organisation development needs of the Division and develop strategies necessary to implement the identified organisation development requirements. ▪ Facilitate senior officers' conferences. ▪ Contribution to various professional development programs conducted by the department and individual colleges
Australian Resorts Pty Ltd	<ul style="list-style-type: none"> ▪ A programme to improve the performance of management and staff of the Australian Resorts organisation in satisfying the needs of guests - funded as a "Best Practice Demonstration Project" in 1992
Australian Valuation Office	<ul style="list-style-type: none"> ▪ Development and conduct of a service leadership program for selected staff
Email Major Appliance	<ul style="list-style-type: none"> ▪ Transformation to a customer focussed organisation using service

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Group	management strategies. This process includes leadership development and training and involves teams on various operating sites
Public Service Management Course Queensland	<ul style="list-style-type: none"> ▪ Leading Stream 1: Service and Program Delivery, Public Sector Management Development Program
Queensland Rail	<ul style="list-style-type: none"> ▪ Building a customer-focussed staff strategy to support the re-launch of "The Queenslander" and other long distance travel trains. ▪ Supporting a strategic change program for the Small Freight division
St Aidan's Anglican	<ul style="list-style-type: none"> ▪ Building and Reviewing the Strategic Plan "Creating the Future" to improve learning-teaching outcomes for students
Primary School Principals Association	<ul style="list-style-type: none"> ▪ Facilitation of the National Conference of Primary School Principals
Anglican Family Care	<ul style="list-style-type: none"> ▪ Building a Strategic Plan to meet the needs of clients in the community
Marriage Guidance	<ul style="list-style-type: none"> ▪ Leading the 1993-1994 Strategic Planning Process
Australian Federation of Travel Agents	<ul style="list-style-type: none"> ▪ Building an integrated leadership and management development strategy, conference facilitation
Public Transport Corporation, Victoria	<ul style="list-style-type: none"> ▪ An organisation-wide programme to change the organisational culture of public transport services in Victoria, to a focus on customers from a preoccupation with operational issues
TELECOM, Queensland Country Region	<ul style="list-style-type: none"> ▪ Development and delivery of a strategic service leadership program for the senior management team
Australian Taxation Office, Brisbane And Canberra	<ul style="list-style-type: none"> ▪ Strategic Planning and team building workshops for Brisbane executive and human resource teams. Planning workshop for National Human Resource Development team. ▪ Team building program for the Child Support Agency
Australian Parliament, Joint House Department	<ul style="list-style-type: none"> ▪ A Strategic Planning and continuing monitoring programme for the Executive of the Joint House Department
Home Care Service of NSW	<ul style="list-style-type: none"> ▪ Development of a customer-client driven culture and service delivery system
Eastern Australia Airlines	<ul style="list-style-type: none"> ▪ A programme to improve the delivery of customer services and the productivity of management and staff
Wallace Bishop Pty Ltd	<ul style="list-style-type: none"> ▪ Total organisation service quality program
Laminex Industries	<ul style="list-style-type: none"> ▪ Consulting with the senior management team to build strategic directions
Corrs Australian Solicitors	<ul style="list-style-type: none"> ▪ A programme to create a perception in clients, staff and partners and a performance level in practice that marks Corrs apart in the legal market as the "premier client service" legal firm
Telecom Training Services (TTS)	<ul style="list-style-type: none"> ▪ A service improvement programme utilising Focus Groups, to address the deficiency in service levels of TTS personnel and programmes, as perceived by Telecom personnel
Australian Airlines Ltd	<ul style="list-style-type: none"> ▪ A project to rebuild the technical crew team of the airline (after the Pilots Dispute), including pilot recruiting programmes in Zimbabwe and the United Kingdom ▪ "Leadership for Competitive Advantage" programmes for senior managers