



What We Do

What We Do

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What we do Improve the performance of your business by improving the performance of your people. From the executive suite to the shop floor, we offer a range of products and services to help you motivate staff, increase sales, reduce costs and build a people-focused, high performance culture.

- **[Incentive Assessment](#)**
_A thorough, objective and independent assessment of incentive and recognition program investments across the organisation.
- **[Performance System/GAP Analysis](#)**
_Performance improvement solutions designed and implemented in a four-phase process: Research and performance analysis, solution design, development, implementation and evaluation.
- **[Managing Complex Change](#)**
Introduce and manage complex organisational change according to the fundamental components for success. Behaviour and organisational change is facilitated by clear communication, action plans and relevant consequences.
- **[Total Rewards](#)**
_A human resource management approach that considers the strategic interdependence of the tangible and intangible reward factors impacting employee engagement and motivation.
- **[Service Profit Chain](#)**
A framework illustrating the interrelationship between employee and customer satisfaction, customer loyalty and ultimately, profitability.
- **[Facilitation](#)**
_Guided by the visual mapping tool Participlan(tm), structured discussion between consultant and client teams helps define needs, inform decisions and develop workable action plans.
- **[Customer Experience Management+ \(CEM+\)](#)**
A process that includes a 2-day interactive workshop introducing an integrated approach to customer

experience management. Output is a strategic plan to optimise the customer experience.

- **Coaching**

Business coaching with an emphasis on leadership development. Based on the Results Coaching Systems methodology, coaching is one-on-one or telephonic, 1 hour per week over 12 weeks.

- **Enneagram**

Workshop on using the Enneagram as a methodology for personal and professional development.

- **eValue®**

eValue® is an organisational survey tool that gathers data on critical business performance areas and measures results against strategic objectives.

- **Organisational Alignment Survey (OAS)**

OAS is an internally focused investigation into how closely a company is aligned in 12 key performance areas. Results are benchmarked against 400 'best in class' international companies.

- **Employee Retention Survey**

Identify the factors that are most influential in an employee's decision to leave your organisation.

- **Employee Satisfaction Survey**

Understand and measure staff attitudes, opinions, motivation and satisfaction.

- **Organisational Surveys**

Measure the cultural climate of your organisation overall.

- **Leadership Engagement with Dr Bob Nelson**

A web-based, self-paced, 12-month program that makes a business case for recognition and helps managers develop skill and confidence in recognition practices.

- **Persuasive Communicator**

A 2-day communication skills training workshop. Persuasive Communicator methodology provides a life-long tool for improved communication in any business situation.

- **Custom Designed Learning**

Learning systems custom designed to support each incentive solution.

Incentive Programs *Workforce Programs*

- **Recognition**

Acknowledge and reinforce the day-to-day behaviours that align with your organisation's values.

- **Customer Service**

Enable and motivate front-line staff to consistently deliver exceptional customer service.

- **Quality and Productivity**

Engage commitment to goals and results-driven performance by defining quality and productivity objectives and rewarding achievement.

Channel Incentive Programs

- **Sales Incentive**

Drive sales and win long-term brand loyalty through the channel with ongoing information, motivation

and the promise of big rewards.

- **Excellence**
Benchmark ideal performance across multiple disciplines, business units or franchise outlets. Measure against benchmarks and reward success.

Consumer Programs

- **Loyalty**
Open up ongoing, two-way dialogue with customers to understand what they value and desire in a brand experience.
- **Sales Promotion**
Shift the price / value perception of your product to generate short-term sales and positively alter long-term brand value.

Customised Programs

Measurement systems designed for the specific requirements and circumstances of a company and / or industry.

- **Retention**
_Recognise and reward long term commitment to the organisation. Retain valuable skills and knowledge.
 - **Innovation**
_Tap into the collective thinking of the organisation to find innovative ways to increase revenue, decrease costs and improve productivity.
 - **Safety**
Instil and reinforce respect and conformance to safety requirements and procedures.
 - **Wellness**
Promote employee health and wellbeing at home and work.
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- **Integrated Rewards Portfolio**
Fully integrated selection of awards: Merchandise, travel, experiences, services, AwardsCard(tm), virtual products, give-aways, recognition and thanks.
 - **Catalogue of Awards**
Print, online and mobile awards catalogue featuring merchandise, travel, experiences and services, virtual products.
 - **AwardsOnline**
An online software application that allows companies to design and implement their own incentive programs with fulfilment support from AAGroup.
 - **Group Travel**
_Top end award for exceptional performance. Full tour planning, ticketing and management for any size group, to any destination in the world.
 - **Eventing**
Produced and managed by in house creative teams. Services include invitations, communications, gifts, all arrangements and on-site production management.
 - Launch Event - An engaging, entertaining and inspiring program launch to grab attention, clearly communicate goals and motivate participation.
 - Top Event - Grand finale recognising and awarding top program participants.

- **[Prize Fulfilment](#)**
End to end merchandise fulfilment services from procurement to warehousing and home or business delivery.
- **[AwardsCard[™] Fulfilment](#)**
End to end AwardsCard[™] fulfilment services including back end systems management, card delivery and call centre support.

[Professional Services](#) Individual services to support client's in house programs or supplement existing capabilities.

- **Web Design, Graphic Design and Production**
A team of graphic designers, copywriters, print and web programming professionals.
- **Data Capture**
Full administrative capabilities to meet large-scale data capture requirements.
- **Contact Centre**
Up to 100 seat capacity staffed with skilled agents.
- **Sales Promotion and Loyalty Program Support**
Procurement, fulfilment and all back-end support.
- **Software Development**
Customised back-end IT system development.
- **Warehousing and Collateral Distribution**
Flexibility and resources to handle all bulk distribution requirements.

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