
What We Do / Consulting Services

Consulting Services Identify the root cause of performance obstacles by examining your business in depth. Research and analysis leads to the deep insights that produce cost effective, strategically aligned solutions. Improve the performance of your people and your business.



Incentive Assessment A thorough, objective and independent assessment of incentive and recognition program investments across the organisation.

Benefits: Holistic perspective allows for quick, corrective action if required. Maximise efficiencies of program spend.

Performance System/GAP Analysis Performance improvement solutions are designed and implemented in a four-phase process: Research and performance analysis, solution design, development, implementation and evaluation.

Benefits: A systematic approach ensures best practice solution and ongoing improvements.

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.

Benefits: Implementation of critical criteria for successful change.

Total Rewards A human resource management approach that considers the strategic interdependence of the tangible and intangible reward factors impacting employee engagement and motivation.

Benefits: Attract, motivate and retain skilled staff.

Service Profit Chain A framework illustrating the interrelationship between employee and customer satisfaction, customer loyalty and ultimately, profitability.

Benefits: Analysis informs long-term strategic investment decisions.

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.

Benefits: Efficient, effective approach to group problem solving.

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.

Benefits: Executives learn efficient, economical tools to differentiate their brands, improve customer satisfaction, earn loyalty and improve profits.

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.

Benefits: Guide to personal growth and development of leadership capabilities.

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

Benefits: Enhances professional skill in areas such as behavioural leadership development, coaching, performance management emotional intelligence development and team climate management.

