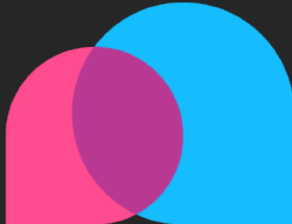




# Capability & Services



the  
consulting  
space

# Our Company

We at The Consulting Space believe a successful business begins and ends with the people. Whether it be managing change, training and development, coaching, human resource management and project management, The Consulting Space (TCS) has all your business needs covered.

Established in 2009, TCS has a network of highly motivated and engaged consultants which allows us to support small and large scale delivery programs. Our consultants have a range of skills and are specialists in their fields which has allowed us to become a trusted advisor to a variety of public and private sector organisations.

We pride ourselves on working collaboratively and being a part of the team with all our clients and we ensure we leave an increased capability footprint once our engagement is finalised.



# Our Management Team



The Consulting Space's Managing Director, Adam Libbis is an Executive level Management Consultant with nearly 20 years' experience providing support to a wide range of clients. He has tertiary qualifications in Psychology (Bachelor), Human Resource Development (Post Grad) and Labour Law & Relations (Masters). Prior to establishing 'The Consulting Space' Adam was a Partner in a National Consulting and Accounting firm where he led their Sydney Management Consulting Practice. Adam's main areas of expertise include organisational change management & business transformation, strategic business planning, organisational development & design, training & workshop facilitation, corporate governance and workplace relations.

Emma Hayward is a Registered Psychologist who specialises in workplace behaviour, including change management, leadership and learning and development. Emma has worked in both Australia and the UK in the fields of human resources, learning and development and transformational change. She has also worked in the community and private sectors as a Psychologist and Program Manager.

Emma is an accredited OCI Practitioner and LSI Coach and has worked with organisations across both the public and private sectors to deliver programs which effect both cultural and transformational change.



# Our Core Services

## The Change Space



We work with our clients to effectively manage, engage and involve staff as an organisation looks to transform and optimise the way it operates. We can help you assess the impact of your transformation and plan and consult effectively to minimise disruption and maximise buy in.

[Read more...](#)

## The Learning & Development Space



We design and implement developmental programs which are engaging, experiential and effective. Our consultants are also accredited practitioners in leadership coaching and provide individual or organisational leadership development programs.

[Read more...](#)

## The Culture Space



We use the Organisational Culture Inventory® (OCI) and Organisational Effectiveness Inventory® (OEI), diagnostic tools to measure and understand an organisation's desired versus actual culture, followed by an engaging action planning process to bridge the gap.

[Read more...](#)

## The Project Management Space



Our program & project managers are experienced in a range of industries and work with stakeholders to drive and deliver complex programs of work.

[Read more...](#)

## The HR Consulting Space



We help small to medium businesses to navigate the Australian Workplace Relations landscape, undertake HR health check audits and provide best practice advice on managing workplace issues.

[Read more...](#)

## The Strategic Space



Our expert facilitators work with management groups to design the planning process, facilitate the planning workshop and add rigour and structure to the outputs.

[Read more...](#)

# The Change Space

We work with our clients to effectively manage, engage and involve staff as an organisation looks to transform and optimise the way it operates. We can help you assess the impact of your transformation and plan and consult effectively to minimise disruption and maximise buy in.

The single largest predictive indicator of project failure is the lack of effective staff engagement and change management. Often the most surprising element in a major business transformation project is the range of responses and reactions from staff and other stakeholders. Without preparation and engagement of stakeholders, these can quickly derail even a seemingly simple change or transformation.

Evidence suggests that successful transformations are built on:

- Collaborative engagement of employees at all levels at all stages of the transformation journey
- Building leadership capability for the long term
- Celebrating success throughout the transformation

In terms of dollar benefits, studies have found a significantly improved return on investment in projects with an excellent change management program, as opposed to projects with a poor or no change management program in place, which are likely to return a loss.

## What can we do to help?

- Change management planning & risk assessment
- Stakeholder analysis
- Change Impact Assessment
- Stakeholder engagement and consultation
- Communications strategy, planning and delivery
- Coaching for Managers in leading people through change
- Change program delivery and evaluation

We also apply our change management methodology to enable businesses to transition their workforce from traditional to activity based working (ABW). See our ABW brochure for further information.

TCS can help your organisation increase the likelihood of program success by setting up and running highly effective change programs.



# The Training Space

At The Consulting Space we partner with our clients to help them understand their capability requirements and construct programs to address any development needs.

We deliver a range of services in this area:

- Capability analysis & mapping
- Training Needs Analysis
- Training Development & Delivery
- Train the Trainer Programs
- Leadership and Organisational Coaching
- Bespoke Leadership Development Programs
- HRD Program Evaluation

## **The TCS approach to designing & delivering training**

We collaborate closely with clients throughout the design and delivery stage of training, often engaging guest speakers and subject matter experts from the business in workshops to provide credibility and clarity to the training process. We also design and run train the trainer programs where there is a requirement to run multiple workshops, optimising the initial outlay for material design and development.

We have experience in designing and delivering projects such as large-scale legislative changes, organisational induction courses and IT systems implementations.



We also design and deliver non-technical training including, dealing with difficult behaviour, managing conflict/workplace stress and leadership skills. We can work with you on a specific training outcome or on a larger scale L&D strategy.

## **Coaching**

In the organisational development space, we utilise Human Synergetics tools in order to deliver results. The 360-degree feedback tool, the Life Styles Inventory (LSI), which delivers a comprehensive self and others' assessment of an individual's style of interacting within their workplace. This assessment provides an excellent grounding for development and growth towards becoming a more effective leader. The LSI tool has an enviable evidence base on which to build its picture of 'effectiveness' in leadership and has been utilised by millions of leaders globally. We believe that building an effective coaching relationship, coupled with a strongly evidence-based tool is the key to effecting meaningful change in leadership capability.

## **What can we do to help?**

- End to end training scoping, design and delivery
- Workshop facilitation services
- Train the trainer workshops
- L & D strategy and policy development
- eLearning solutions
- Training evaluations and analysis
- Leadership coaching (LSI)

# The HR Consulting Space

## **Pillar HR: Human Resources & Industrial Relations Advice for Small Businesses**

We can help you to navigate the Australian Workplace Relations landscape, undertake HR health check audits and provide best practice advice on managing workplace issues. Workplace lawyers can prove to be expensive, so we use our combined experience of more than 40 years in the HR field to help small to medium businesses understand and manage risk in their everyday decision making.

### **What's the Need?**

The cost of employing a full time Human Resources or Industrial Relations professional remains prohibitive until a business reaches a certain size, however the amount of executive and management downtime devoted to 'people issues' can become unmanageable and costly long before reaching this point. Many small businesses do not have extensive knowledge in relation to the Australian Workplace Relations system. Whilst some effort has been made by Government to simplify the system, it remains very complex.

## **Tailored Small Business HR Support**

Pillar HR is a The Consulting Space's tailored human resources and industrial relations support service. It gives you access to Human Resources and Industrial Relations professionals who can link their advice to a real operational understanding of the business involved. We ensure that information is 'pushed out' proactively to small business when changes occur and that issues can be resolved quickly when a question or issue appears.

We deliver this service at a cost level that is not prohibitive to small business, especially in comparison to engaging a dedicated HR Manager, or the lost productivity of executive management taking carriage of all HR issues. We offer Pillar HR on a fee for service or retainer basis.

We ensure that the information we provide incorporates business acumen and doesn't just deliver the compliance essentials without understanding the broader business context.

### **What does it include?**

- HR Health Check
- Development of HR Policies & Procedures
- On-call Advice & Support
- HR Project Delivery
- Recruitment & Selection Support



# The Culture Space

At The Consulting Space we bring a data driven approach to workplace culture and a .

The **Organisational Culture Inventory® (OCI)** measures an organisation's ideal culture and the actual operating culture. It specifically examines culture from the perspective of behavioural norms – how people believe they are expected to behave in order to fit in and thrive (or sometimes survive).

The **Organisational Effectiveness Inventory® (OEI)** measures the practices used throughout the organisation that cause the current climate and how that shapes the current culture. It also measures a number of research-based outcomes of the culture at the individual, group and organisational level.

The OCI process provides a structured approach to defining your organisations desired culture, assessing its actual culture and addressing the gap.

It provides reliable feedback for planning change with a common model and language that can be applied for development across all levels of your organisation



The action planning process lends to supporting programs to enhance strategy implementation, employee engagement and inclusion, quality and reliability, and/or customer service.

## What will you get from undertaking an OCI/OEI?

- Shared understanding of the term 'culture'
- Agreed ideal culture
- Understanding of operating (actual) culture
- Data driven view of the causal factors to your operating culture
- Understanding of the outcomes of your operating culture on the effectiveness of your business
- Facilitated action planning to close the gap between your business's ideal and actual culture



# The Project Management Space

Our consultants have driven and delivered major programs of work in a broad range of industries including Banking & Finance, Aviation, Telecommunications, Manufacturing and Transport in the public, private and non-profit sectors.

Our consultants are able to work with both agile and waterfall methodologies and take a holistic approach to project management which includes:

- Driving workstreams
- Managing budgets & resources
- Stakeholder mapping and engagement
- Business process mapping and reengineering
- Project governance

## How can we help you?

Our consultants can provide valuable input at most levels and roles within the project lifecycle, whether you require end to end program management, short term project remediation or specific project tasks undertaken, we have you covered. Our network of resources includes:

- Project/Program Managers
- Business Analysts
- Change Managers
- Change Analysts
- Business Process Managers



# The Strategic Space

We help our clients define their preferred future and develop the pathway to get there. Our consultants facilitate the Business Planning & Strategy Development process for many clients. We work with the management group to design the planning process and then assist by facilitating workshops and adding rigour and structure to the outputs. We also bring a wealth of business acumen to the table and can assist clients with various corporate governance and tactical issues.

Our business planning workshops are tailored to ensure that they are relevant and engaging to your organisation and its overarching vision. We provide a healthy mix of activities to inject energy and foster involvement, as well as targeted activities to promote focus and development of defined and achievable business goals.

We undertake a rigorous action planning process to ensure that strategic goals are translated into well defined work packages, while also identifying quick wins in order to create momentum.



# Some of our recent projects

## **Fair Work Ombudsman: CRM Implementation**

The Fair Work Ombudsman implemented a Customer Relationship & Knowledge Management System to manage incoming queries from the public and to manage a vast bank of legal and case knowledge across the organisation. TCS were engaged to undertake change management, business process reengineering and also to design and deliver the associated training for all FWO staff to utilise the new CRM.

## **Transport for NSW: Digital Systems**

Digital Systems will transform the way that the suburban rail network in Sydney is operated and maintained. Digital Systems will see the introduction of new technologies that will significantly change the way that trains are controlled, driven and how the network is managed. Digital Systems will have significant impacts for thousands of staff within Sydney Trains and NSW TrainLink across a number of front line disciplines (drivers, network & train controllers, customer services, customer information, fleet maintainers, network maintainers & engineering). The Consulting Space have been working as the Change & Transformation Partner on Digital Systems and have been part of the team that have taken the program from concept, through Business Case approval and now into early stage mobilisation.

## **Sydney Trains Accommodation Program**

TCS were engaged to design the Change Management and Consultation strategy for the Sydney Trains Accommodation Program, whereby approximately 2000 white collar staff were migrated to several agile working environments, strategically based outside of the CBD. Managed the design and relocation consultation process for the pilot agile site at Arthur Street, Burwood, the first Agile environment within Sydney Trains.

## **Federal Dept of Education & Training: Countering Violent Extremism Training for School Leadership Teams**

TCS partnered with RADAR Solutions to develop a train the trainer program for School Leadership Teams (SLTs) to raise awareness and lift capability in working with youth at risk of becoming involved in violent extremism. TCS facilitated consultations with the stakeholder group, developed the training program and associated materials and facilitated Train the Trainer workshops nationally, qualifying approximately 150 school leaders to deliver the three-hour workshop.

## **Railcorp**

The RailCorp Reform Program ran for 24 months and has seen some fundamental shifts in the organisational structure and operating model, with associated improvements in financial sustainability. The TCS Managing Director was engaged as the Change Management Lead for the Reform Program. As the Change Management Lead Adam was responsible for working with the business to scope and size each initiative and then sourcing and mentoring the necessary change resource. He also developed a bespoke Change Management Planning Approach to support the Reform Program.



# Our Core Team



**Aaron Travis**  
Program  
Management



**Renee Brunt**  
Program/Change  
Management



**Alisha Daniel**  
Business  
Administration



**Tegwyn Santos**  
Change  
Management



**Ronene Cauchi**  
Program/Workforce  
Management



**Kathy Nassar**  
Program  
Management

# Our Clients

**CommSec**



# Want to know more?

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