

CLIENT EXAMPLES

Culture and Leadership

Prepared by:



CURRENT AS AT JANUARY 2019

synergyiq

SYNERGYIQ

Starting in 2013, Synergy IQ is a consultancy firm that helps business leaders create better businesses, through people, systems and process. We use an integrated approach to ensure that you are not wasting time and money on 'programs' without the real results. We analyze your current business, your culture and your leadership style and provide a recommendation for your business. Unlike many consultancies, there are no 'one size fits all' approaches here.

Great business outcomes start with great relationships. And our relationship with our clients is both a priority and a point of pride.

CLIENT PROJECTS

CONTEXT

The following case studies are provided in good faith and as an overview of some of the work that SynergyIQ has delivered in Culture and Leadership. For an overview of the work conducted in Organisational Change Management and/or Strategic Workforce Design and Development, please ask us and we'll forward it to you.

Current and recent clients include, BHP, Elders, Dan Murphy's, Flinders University, City of Adelaide, KBR, and Aurecon.

INDUSTRIES AND SECTORS WE SUPPORT

- IT/Engineering
- Mining, Oil, Gas
- Utilities
- Government Departments
- Local Government
- SME's
- Large NGO and NFP
- Schools and Universities
- Private Companies
- Retail and Hospitality
- Professional Services
- Building and Construction

PROUDLY ASSOCIATED WITH:



SA WATER (2017-2018)

SynergyIQ was engaged to assist the client to create a constructive culture and increase customer satisfaction. This required a culture of service excellence, increased leadership capability and business process inefficiency, underpinned by strategy, vision, and values to support it. To undertake this transformation, a change management program and culture transformation strategy were delivered. This included development of leadership capabilities, a refresh to the values, expert advice for strategy and brand alignment, and a two day culture program for all staff. The program was developed and delivered to over 2100 staff (plus partner companies) which included training in culture, behaviour and values, business systems review, and vision/identity alignment.



Testimonial:

Julie Arbon, Business Development Manager at SA Water

"The organisation had just been through a major restructure. I had a new role with a new boss in a different business unit that had a new General Manager. I needed help coping with the change as well as adjusting to the demands of my new role. I was fortunate to have several coaching sessions with Michelle. Michelle's insights and guidance provided me with strategies to deal with the uncertainties and challenges that arose from the major organisational change. Michelle's experience in organisational development shone through as she was able to navigate through some difficult people issues and offer practical solutions. I felt energised and very positive after each coaching session."

FLINDERS UNIVERSITY (2018-2019)

Flinders University engaged SynergyIQ after a significant period of organisational change to complete an independent assessment of the culture and the impact of change. The program delivered expert advice and support for the Executive in managing the transition phase of the organisational change and provide a robust diagnosis and subsequent plan for the University to evolve their culture and create a new identity into the future. In addition, SynergyIQ was engaged to provide expert culture impact advice for the University's service review program.

NOVATECH CET (2017-2019)

An ongoing client, this dynamic private company has been in a strategic growth phase for the past 3 years. SynergyIQ have provided Executive coaching and ongoing culture development support for the company. Included in the delivery is a culture evolution program plan, a leadership program for middle managers and team leaders, refresh of values and associated behaviours, and mentoring support for HR practitioners. The company has grown by 10-12% each year (revenue and workforce).



Testimonial:

Leko Novakovic, Managing Director and Founder

"Novatech is a fast-moving company serving customers internationally. We work in a highly competitive market and have a strong focus on quality, and that's why we focus so much on leadership and culture. With Michelle's help we identified what our strengths and opportunities were and she has helped us to create a way to fix the gaps. She also helped us to bring our people along for the journey. I know other business owners will benefit from Michelle's ability to dissect problems, and to help design a culture that works for their customers and teams."

AUSTRALIAN AGED CARE QUALITY AGENCY (2018)

After a tumultuous and public review by the public and the media following the Oakden scandal, the Australian Government significantly modified the Aged Care auditing standards and guidelines providing increased expectations on the auditors. SynergyIQ were engaged to assist the Agency to develop behaviours for the Public Sector Values that were specific to the Agency and that assisted them to meet the expectations of the public and the Government. The deliverables of this program included values and behaviour workshops for all staff in Perth, Adelaide, Melbourne, Brisbane and Sydney. The outcome of the workshops included a unique resource for staff and managers that assisted them to implement the values on a day to day basis.

Following the program the Agency became "Aged Care Quality and Safety Commission".

KELLOGG BROWN AND ROOT (KBR) 2019

KBR engaged SynergyIQ to provide a 3 month program focusing on Leadership development, group behavior workshops, leadership profiling (LSI 1&2), individual leadership coaching (Executive to Professional Level Managers).

The program deliverables included workshops to understand the desired behaviours and translate them into practical and transferable daily skills and actions. The program was used to assist them to win a multi-million dollar tender with a major client.

CITY OF SALISBURY (2009-2013)

SynergyIQ Director was responsible for the management and leadership of all facets of Strategic and Operational HR and OD. Culture and Business Excellence transformation program. Leadership behavior and capability framework and development programs.

Key Deliverables included:

- the development and implementation of a leadership brand, supported by leadership expectations and principles;
- the launch of two accredited leadership program (*HiPo*-High Potential leaders and *FLiP*-Female Leaders in Power) with approximately 50 participants completing the program over two years.
- a revitalised Occupational, Health, Safety and Well-being program, including the delivery of a comprehensive Healthy Lifestyles program and greater emphasis on WHS culture and systems/processes to ensure compliance with self insurance obligations;
- Executive leadership development program (*Leading the Way*), a Middle manager development program (*Momentum Leadership*), and front-line management (blue collar) program (*Leaders at the Front*) was developed and deployed.
- Personal growth and professional development program (*Espresso Shots*) for all staff.



Testimonial:

Tami Norman, Executive Manager, Office of the CEO at City of Unley, previously Manager, Governance, City of Salisbury.

"Michelle has been instrumental in delivering significant change programs for the City of Salisbury. Her work has seen a renewed focus placed on organisational culture and highlighted the benefits of developing leadership (at all levels) across the organisation. The City of Salisbury was fortunate to have such a motivated, dynamic and professional People and Culture Manager on board."

ANGLICARE SA (2014)

SynergyIQ were engaged to deploy a Values and Behaviours program for Anglicare's leadership group (100 leaders) and a department at risk (120 staff). The department was identified at risk and therefore 'workplace bullying, harassment, and discrimination' training was also embedded within the values roll-out.

An additional key deliverable was the development of a "Values at Work" training program and a "train the trainer" program to upskill internal resources to deploy the training to the 1500 staff.

MEALS ON WHEELS SA (2016-2018)

SynergyIQ was engaged by Meals on Wheels and worked in partnership with HR Advisory firm Uniquity to provide a full culture diagnosis, debrief and planning program for the forward thinking for purpose organisation.

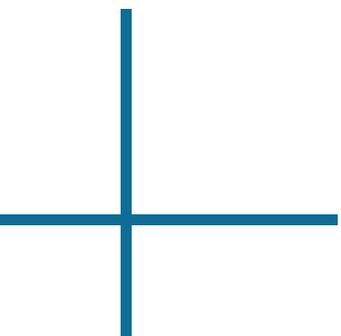
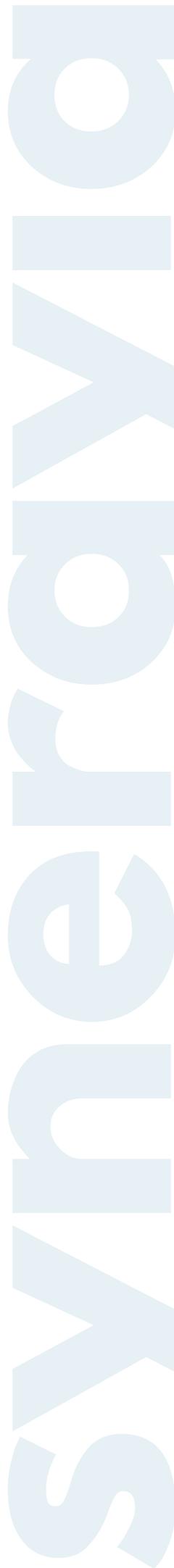
Deliverables included, culture and change training for leaders (*Leaders role in culture change*), culture coaching sessions for Executive and middle managers, support for planning and programming of culture program. Outcomes from the program included a statistically dramatic shift in the culture indicators for the senior leaders within the business.



Testimonial:

Sharyn Boer, Chief Executive Officer, Meals on Wheels SA

"Our social enterprise serves an important section of our community and I want the best outcomes for them. That's why, with Michelle's help, we have focused so strongly on creating a highly collaborative and customer centric culture. Michelle's understanding of what you need to do to create the kind of culture you need for your customer, and her ability to communicate this understanding is excellent. I know for purpose and commercial business leaders will benefit from Michelle's experience and knowledge."



AUSTRALIAN HEALTH PROFESSIONAL REGULATION AGENCY (2014)

After a restructure to their way of working, SynergyIQ was engaged to provide leadership development and coaching support for 6 new Senior Leaders within the business, and 3 new Executive Leaders. The program was conducted over 6 months with a focus on leadership skill development, peer coaching, leadership behaviour and strengths diagnosis, and executive one on one coaching. Company profile - 100 employees, 5 executives, 25 senior managers - health care and legal professionals.

CITY OF CHARLES STURT (2017)

City of Charles Sturt has been on a journey of culture redevelopment for the past 10 years and has won numerous 'sustainable culture' awards in the last 5 years. SynergyIQ was engaged to support the council in reviewing their culture and making recommendations for the next stage of evolution.

Deliverables included, diagnosis of current culture, providing culture training for new managers and staff, guiding the Executive team through a 'what's next' process, and debriefing 25 senior managers on the current culture and providing expert advice on planning for the future.

EMERGING LEADERS IN LOCAL GOVERNMENT

The Local Government sector runs a program focused on creating new leaders and increasing capabilities across councils. Each council submits a team and provides team and leadership development for the selected teams. SynergyIQ has been fortunate to develop the leadership and mentoring programs for the following councils:

- City of Salisbury (2010-2013) - 2 second place, and 1 first place
- City of West Torrens (2014 & 2016) - placed within top 5 teams
- City of Unley (2015) - first team entry in 5 years
- City of Tea Tree Gully (2016 & 2017) - teams placed in top 5 teams

Note: City of Salisbury continued to place in the top 3 teams (2014-2017) using the development and mentoring program developed by SynergyIQ.