

	Service	Programs	Target Audience
PLANNING	Strategic business planning <i>Strategic Plan</i> <i>Annual Business plan</i> <i>Workforce Plan</i> <i>Customer Service Plan</i>	<ul style="list-style-type: none"> . Building common business direction - vision, mission, values, behaviours . 3-5 year horizon planning . Building a common customer service plan . Building a strategic workforce plan . Facilitating the annual business plan . Aligning interdependencies with internal and external stakeholders . Enhancing reputation management . Re-aligning to an outcomes orientation . Evaluating results using evidence based management 	<ul style="list-style-type: none"> ✓ ✓ CEO ✓ Executive Director ✓ Senior Manager ✓ ✓ ✓ ✓
	Business re-alignment <i>FTE review</i>	Planning for changes in workforce reduction whilst maintaining optimal business delivery <ul style="list-style-type: none"> . Planning workforce organisation and design . Building leaders' capacity and resilience to manage the change . Building workforce culture to deliver on new priorities . Assisting employees through the change process whether they stay or leave 	<ul style="list-style-type: none"> ✓ ✓ CEO ✓ Executive Director ✓ Senior Manager ✓ ✓
CHANGE	Culture Change <i>Culture survey</i> <i>Culture leadership</i>	<ul style="list-style-type: none"> . Organisation culture analysis . Culture survey <ul style="list-style-type: none"> – OCI – Leadership Circle (TLC) – Corporate Culture Tools (values based) . Group culture analysis . Culture change planning and implementation . Building internal accountability for performance . Building leaders' capacity to lead culture change 	<ul style="list-style-type: none"> ✓ ✓ CEO ✓ Executive Director ✓ Senior Manager ✓ Team Leader ✓ Staff ✓
	Change Implementation <i>Change readiness</i> <i>Change leadership</i> <i>Outplacement</i>	<ul style="list-style-type: none"> . Assessing change readiness . Reviewing project management model . Building the change team . Understanding the dynamics of change . Overcoming resistance to change . Supporting leaders to lead change . Supporting staff through change . Outplacement program 	<ul style="list-style-type: none"> ✓ ✓ Executive Director ✓ Senior Manager ✓ Team Leader ✓ Staff ✓
	Staff productivity <i>Team Performance</i> <i>Doing more with less</i> <i>Building better teams</i> <i>Customer relations skills</i>	<ul style="list-style-type: none"> . Focussing business priorities to resources . Streamlining task effectiveness: Reducing blocks to performance . Building resilient and well-functioning teams . Effective meeting processes . Customer service improvement . Performance Management 	<ul style="list-style-type: none"> ✓ ✓ Senior Manager ✓ Team Leader ✓ ✓ ✓
LEADERSHIP	Leadership capability <i>Executive Coaching</i> <i>Leadership Development</i>	Design and delivery of longitudinal and short term leadership programs including <ul style="list-style-type: none"> . Executive coaching – individual and team . Analysis of individual leadership capability <ul style="list-style-type: none"> – LSI – Leadership Circle (TLC) – Value Based Leadership . Adaptive leadership skills <ul style="list-style-type: none"> – Influencing – Courageous Conversations – Leader as Coach – Performance review planning – Leadership resilience . Strategic leadership skills 	<ul style="list-style-type: none"> ✓ ✓ CEO ✓ Executive Director ✓ Director ✓ Senior Manager ✓ Team Leader ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
Services delivered in Corporate, Government and University Sectors References are available on request Programs are customised to our clients' unique requirements			

Bridges Profile

Established in 2003, Bridges International Pty Ltd provides organisation design and development services throughout the Asia Pacific region. Our head office is located in Melbourne CBD, Australia.

Bridges provides consulting services and delivers tailored programs in the practice areas of planning, change and leadership. Our programs assist leaders to solve business challenges and support people to adjust to change. Our clients are looking for sustained business performance during significant change; and improved business outcomes in productivity, innovation and customer service.

Bridges Consultants are highly reputable change leaders with extensive experience and qualification in organisation strategy, leadership development, and cultural transformation. They have held executive leadership positions in some of Melbourne's leading government and private entities; and have designed and delivered leadership programs to many of Melbourne's leading organisations –Top 100 Corporates, Universities, Hospitals, Commonwealth, State and, Local Government. As Executive Managers, they have led significant strategic change projects lasting some five to seven years; and achieved unparalleled success with building organisational capacity and educating leaders who can confidently lead others to superior performance.

All of our Consultants have academic qualifications to the highest degree. They bring a wealth of higher education qualifications from PhD and Master level degrees; Leadership Victoria alumni with graduates from the Williamson Community Leadership Program; and professional responsibilities both in Australia and overseas.

Our work is based upon a comprehensive theory and practice of change, whether we are working with a focus on the organisation, group or individual. While the broad container of our practice is organisational development, we have a special focus on aligning organisation strategy, culture and workforce engagement.

The team has built a reputation for innovative practice in the leadership domain. Areas of special expertise include:

- . Application of psychodynamic theory and systems thinking; and using a Tavistock model, based upon the work of Harold Bridges
- . Application of action research and action learning principals
- . Experience with leading powerful experiential experiences exploring group dynamics
- . Talented and experienced team of Executive Coaches have provided 1:1 and group coaching services for over ten years. Also, with extensive experience delivering coaching workshops
- . Leaders with the theory and practice of emotional intelligence and leadership resilience

Examples of planning, change and leadership programs delivered are listed overleaf. Our programs are customised to our clients' unique requirements.