

Unleashing
world-class
performance

seriousconsulting



Company overview

Serious Consulting is an Australian-based consultancy dedicated to helping companies achieve world-class performance.

Our mission is to help you inspire, support and deliver world-class performance in your company.

We do this by helping you connect your strategic objectives with actual business outcomes.

In recognition of our work we became the first Australian company to be awarded with a Certified Performance Technologist accreditation - a global best practice standard awarded by the American Society for Training and Development, and the International Society for Performance Improvement.



Serious Consulting helps all people at all levels in an organisation understand the link between their behaviour and the achievement of the desired results.

We give people the skills and confidence to successfully change their behaviour, where necessary, in order to achieve the desired outcomes.

Serious Consulting also helps companies establish and maintain systems and processes that effectively and meaningfully manage and reinforce the highest levels of performance.



Serious solutions

Serious Consulting's solutions focus on improving the performance of an organisation's people and processes.

They are designed to solve root cause and systemic issues in the organisation's structure, processes, job tasks and behaviours.

We examine the performance of the whole organisation: person-to-person, task, subsystem and process, organisation to customer; customer to market, etc.

The solutions that we implement to improve performance are highly visible and become well known and defined so that others can repeat them. This enables an effective skills transfer to the organisation.

Serious solutions are custom-designed and multidisciplinary, drawing on the best from:

- change management,
- performance management,
- project management,
- strategic planning,
- leadership and team development,
- coaching and mentoring,
- account management,
- total quality management methodologies such as six sigma:

Change Management

As a concept, change management is simple to understand but often difficult to implement. It usually means getting people to do different things, or to do things differently. If not managed well, change management efforts can lead to disastrous results costing you people, time and money.

By taking a systems, organisational, human and technological perspective, we ensure that your change effort leads to the results you want.

At **serious consulting**, we adopt a four-step process to help an organisation bring about a genuine change in its culture:

1. Determine the company's business drivers.

2. Determine the required culture, given the company's business drivers.
3. Find out what common practices exist now.
4. Implement programs to make the transition from the current cultural practices to the required culture.

The difference between the required and the existing practices defines the cultural "gap." Creating interventions to bridge that gap is where the hard work begins. Short-term change is easy; making it last is the hard part. Organisations are dynamic systems that are always in motion. They will overwhelm a change effort unless it is either integrated into the system or maintained through an ongoing control/feedback process.

Like mechanical or biological systems, organisational systems vary in their ability to adapt to changing conditions depending on their own internal flexibility and on the availability and use of feedback from the environment. Strategies for any change must take this into consideration to ensure a significant long-term return on investment for a change effort. Strategies for culture change, because they often involve changing deep-rooted habits, need to demonstrate to people the value of change to their success and survival.

In culture change, communication alone is never the answer. It is not enough for people to understand the need for change; they have to be enrolled in the effort.

Performance Management

Whether you wish to help people to perform consistently at their peak or to correct undesired behaviour, [serious consulting](#) can help define, create, and implement a performance management system that links the performance of your employees to your organisation's goals.

Project Management

Effective project management is often espoused as the panacea to many organisational ills. However, an organisation's project management discipline cannot exist in isolation from its general culture.

The [serious consulting](#) approach is to ensure that a project's goals and structure are aligned to and congruent with those of the host organisation. We also ensure that the project plan is of sufficient "granularity" to allow constant measurement, visibility of progress and reinforcement of achievements.

[Serious consulting's](#) projects are characterized by management attention at project initiation and early execution as opposed to crisis management just before delivery.

Strategic Planning

"From the way planning is done, one can predict victory or defeat."

The significance of good planning is well summed up by this phrase taken from Sun Tzu's Art of War, a treatise on military strategy written over 2000 years ago. As far as planning is concerned nothing much has changed except that now we are working at Internet speed.

At [serious consulting](#), we have developed a structured and systematic approach to strategic planning which ensures that the plans created are implemented and executed in a way that is meaningful to those involved; where progress is reported in easy-to-measure metrics and where feedback to alter or correct performance can be made in a timely fashion.

Leadership Development

Leadership is the creation, communication and maintenance of an organisational culture, which produces the desired results.

The [serious consulting](#) approach is to first help an organisation's leaders to understand how they are already doing this through their behaviours, and then to modify their behaviours to improve their leadership effectiveness. The key behavioural areas that we focus on are: -

What leaders pay attention to, measure and control. Leaders' reactions to critical incidents and organisational crises. Deliberate role modelling, teaching & coaching Criteria for allocation of rewards and status Criteria for recruitment, selection, promotion, retirement and excommunication.

Team Development

[Serious consulting](#) works with you to deliver effective teamwork within and across organisational boundaries. We help you get people to perform to the same set of goals, to understand the true purpose of what they are doing and to agree on how they will work together to achieve these ends.

WORKING WITH VIRTUAL TEAMS

The proliferation of outsourcing has put pressure on partner / vendor relationships to deliver high quality competitively priced products or services. This means working with other groups in different geographical locations, time zones and cultures. These "virtual teams" as they are known, have to commit to the same performance criteria and standards as intact teams. [serious consulting](#) has over 10 years experience in helping organisations develop and get the most from their virtual teams.

Coaching and Mentoring

Our extensive experience in managing change and leading organisations through difficult transition periods makes it possible for us to transfer some of our skills and experience to our clients. By coaching and mentoring individuals in management and leadership positions, we can model, provide feedback on technical, professional and interpersonal skills and behaviours in constructive ways.

Account Management

The most important relationships in any business are customer relationships. Therefore account management roles are a key linkage between an organisation and its customers. Serious consulting can provide your account managers with the influencing and negotiating skills that will enable them to focus your entire organisation's efforts to satisfying customers.

Quality Management Systems

- Six Sigma (6σ)
- Lean Thinking
- ISO 9001 & 14001

Companies are always looking for new and innovative methods to meet organisational goals and gain a competitive edge over their competitors. Customers always want better products and services, as well as ensuring that the creation and delivery of these products and services meet sustainable guidelines.

Over the years we have been instructed by some of the Quality movements greats such as Masaki Imai, W. Edwards Deming and Mikel J. Harry and have implemented quality improvements on a global scale. With our 20 plus years of experience we are able to synthesize this knowledge through our Rapid Improvement Process® to quickly and effectively create quality solutions for your organisation.

Serious consulting can help you implement solutions such as:

Six sigma which can help organisations make marked improvements in their products and services. Lean Thinking emphasizes the prevention of waste and non value adding services so that products and services are produced and delivered in the right amounts, to the right location, at the right time and in the right condition.

ISO 9001 & 14001 are international standards that specify the requirements for quality management and environmental management respectively.

Clients



Australia Post is Australia's largest post and logistics organisation, employing over 35,000 people and ranking in Australia's top 10 companies. We have led many initiatives within Australia Post ranging from strategy creation and deployment, acquisition and merger, to the introduction of performance management systems. Our clients within Australia Post include the areas of procurement, IT, philately – stamp design and production, and executive development.



ANZ is one of the largest companies in Australia and New Zealand and a major international banking and financial services group, which is among the top 100 banks in the world. [Serious consulting](#) has provided project management and performance management training to the IT department of ANZ.



Teligent is a Swedish IT company that specializes in the creation of value added services (software plus hardware) for telecommunications companies. Serious Consulting has introduced performance management skills to the marketing and sales group and has worked with the software development group in the areas of strategic planning and team development



[Serious Consulting](#) was contracted by Cognima during its first year start up phase. The purpose was to help create an organisational culture based on teamwork and high performance. Cognima is a UK based software company.



Ericsson companies in Sweden, Australia, USA and Italy have contracted [Serious Consulting](#). Assignments have included the creation of a 24hr global support organisation & improvement of Ericsson's Global Supply chain for fixed line infrastructure and software – entailing the development of virtual teams. Currently we are working with the global services delivery centre based in Australia and Ericsson's outsourced services unit.



Telstra's is Australia's largest telecommunications company. [Serious Consulting](#) has been working with Telstra since 1989 in areas such as leadership development and performance improvement. In 2000 we were contracted to assist Telstra outsource its operations function in the wireline business area to Ericsson. This outsourced operation became known as Unified Services. Trusted by both parties [Serious Consulting](#) mediated and facilitated the meetings which led to the successful creation of the joint venture. [Serious Consulting](#) is still used today to facilitate such initiatives.



LINN

Linn is a world leader in sound reproduction, and entertainment systems. Their products can be found in ocean going yachts to Aston Martin's Vanquish. [Serious consulting](#) is currently working with the founders and owners of the company on a leadership and management development program.



The IT Skills Hub is a joint Commonwealth Government and Australian Information Technology and Telecommunications (IT&T) industry body focused on developing IT Skills. [Serious consulting](#) is a preferred supplier of leadership, management and team development programs.



MBD Energy is an Australian environmental solutions company that utilises algal synthesis to convert waste flue-gases including CO₂ into fuel and food and also deliver clean water. [Serious consulting](#) has been engaged to optimise team performance between research and engineering groups in order to maximise product development and innovation.



The Australian Broadcasting Commission is Australian government run broadcasting service. [Serious consulting](#) is currently working on a reorganisation project to merge the production resources and technical services division across Australia.



Publications and Presentations

"Large Scale Organizational Performance Improvement"
published in Performance Improvement Journal Volume 30(10) November/December 1999.

"Climbing to the top of performance management"
published in HR Magazine 2002.

"A crash guide to project survival"
published in The Age Tuesday March 12 2002

"Performance management"
Network Recruitment Melbourne and Sydney May 2002.

"Promises promises- the art of committing to the possible."
Presentation to the Australian Software Metrics Association October 2003

"KPI's a help or hindrance."
Presentation to Call Centre Managers July 2003

"Corporate Bullying – the hidden costs"
Presentation to The Leadership Consortium Melbourne and Sydney October 2003

"Requiem for a clever country"
published in The Age Tuesday July 8 2003

"Applying learning's from sports psychology to projects."
Presentation to PMI October 2004

"Practical Six Sigma"
Published by Serious Consulting 2006

"Cultural learnings and Six Sigma"
AOQ Lean Six Sigma Conference Melbourne 2007

"Leadership Skills for Young Engineers"
Young Engineers Australia Melbourne 2010 & 2011

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