



# Leadership Development Program

APS Government Agency

## AT A GLANCE

The Agency required the design, development and delivery of a comprehensive, practical leadership capability development program, Leadership Series 2023, to address identified capability gaps. The Series was directed towards the Executive Level 1+2 leadership cohort.

## KEY METRICS



6

Half day modules with pre and post work activities



2

Cohorts



20

Executive leaders per cohort

## Challenges

Census results outlined the need to build collaboration and embed a strong culture of connection, resilience, inclusion, and high performance through sustained and empowered leadership.

## Solutions

Develop a modular program approach aligned with six spaced, half-day key knowledge and skills pillars.

Module 1 - Awareness of self and others

Module 2 - Leadership

Module 3 - Communication and influence

Module 4 - Leading effective change

Module 5 - Performance and productivity

Module 6 - Emotional Intelligence and Strategic Direction



Engagement



Design



Feedback

## Outcomes

1

### Engagement

The Agency's senior executive were seeking to augment the existing leadership capability at the middle management level and build more adaptable, consistent and sustainable capability to support current and future leadership needs.

2

### Design

Utilising best practice models from the Australian Business Excellence Framework SAI Global 9001, Adaptive and situational leadership theories and models, and the Neuro science of Emotional Intelligence as a leader.

3

### Feedback

There was excellent participation, engagement and involvement from the cohort and it provided opportunity for shared learning and collaboration and skill development and capability refresh.

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# APS Values, Culture + Governance

APS Government Agency

## AT A GLANCE

The leadership team wanted to reinforce the behaviours expected in working together, build a better understanding of the governance frameworks that guide high quality work and appreciate further, the diversity in their team culture.

## KEY METRICS



5

workshops



23

participants per cohort impacted



100+

participants

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## Challenges

The Agency required a provider to design and deliver a series of tailored workshops to support staff at all levels with the knowledge and skills to effectively increase their understanding of the APS Values that underpin their everyday work, increase their cultural awareness knowledge and skills, and understand the governance needed to work as public servants.

## Solutions

Interaction consulted and collaborated with the management team and discussed the current environment and the objectives they wanted to achieve. Accessed and reviewed internal documents to see how they could be integrated into the workshop seamlessly.



Consultation



Design



Feedback

## Outcomes

1

### Consultation

Interaction expertly undertook consultation to inform the program and workshop design, including engaging with the SME Community.

2

### Design

The program explored and discussed content such as overcoming organisational defences by Peter Senge, Principles to engage with other cultures, cultural competence in Australia by the Federation of Ethics Communities Councils of Australia (FECCA), and understanding unconscious Bias, Harvard's Implicit Association Test (IAT).

3

### Feedback

Feedback was extremely positive and additional workshops are planned for the Agency.



# Supervisor Development Program

## Multiple ACT Government Directorates

### AT A GLANCE

Interaction designed and has been delivering bespoke Supervisor Development Programs for three ACT Government directorates over the past five years.

### KEY METRICS



5

Years experience



5

Modules per cohort



3

Government Directorates

### Challenges

Multiple ACT Government Directorates reached out to Interaction Consulting to develop the program that will provide supervisors with the critical skills, knowledge and attributes to perform their role effectively, will enhance the capability of the participants and reduce operational risk for the Directorates.

### Solutions

The Supervisor Development Program was developed and has been revised and updated. The program will, at a minimum, address objectives to improve supervisors' knowledge, skills and abilities across five modules. Our team will engage Subject Matter Experts to present key topics to help participants understand their role. This may include finance management, human resources, governance and risk management.



Engagement



Design



Feedback

### Outcomes

#### Engagement

1

The programs comprise five modules delivered as full-day workshops, enriched by guest speakers, case studies and pre and post-module activities.

#### Design

2

Each module is designed to reinforce the ACT Public Service values of innovation, collaboration, respect and integrity, and promote inclusive leadership practices and achieve excellence.

#### Feedback

3

Participants comment that the program is very insightful and constructive and gave them a lot to take away and put into practice.

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# Leadership Summit

## APS Department

### AT A GLANCE

Interaction Consulting is a trusted APS provider and delivers successful and impactful outcomes with large groups and complex agendas.

### KEY METRICS



9

Geographical locations



100+

Virtual participants



2 Stages



300+

In-room participants

### Challenges

To build leadership skills and capability, Interaction Consulting designed and facilitated an engaging, impactful Leadership Summit for a large APS Department Executive Level 2 cohort.

### Solutions

Interaction Consulting designed the Summit agenda and its dynamic team effectively engaged everyone in both the physical and the virtual rooms, while managing two stage events at once. The environment was highly conducive to growth and capability development.



Engagement



Inquiry



Growth

### Outcomes

#### Engagement

1

Engagement and preparation is key to success. Our team worked closely with Department, Summit guest speakers, the venue and external suppliers prior to the event.

#### Inquiry

2

Interaction Consulting presented contemporary leadership topics and facilitated impactful conversations with delegates and speakers, encouraging inquiry, insights and ideas.

#### Growth

3

Delegates were given time to listen, reflect, share and learn, providing an environment fit for professional and personal growth.

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# Conference Chairing and Facilitation

## Liquid Learning

### AT A GLANCE

Interaction Consulting's offers highly skilled and experienced conference chairs and facilitators, focused on capability development.

### KEY METRICS



**25+**  
Speakers



**15+**  
Panel sessions



**300+**  
Conference delegates



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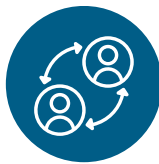
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### Challenges

Our Company Director, Brigid Hardy, has partnered with Liquid Learning to chair and facilitate a number of conferences. This has included both Women in Leadership and Leadership Conferences. Brigid draws on nearly 2 decades of leadership experience to provide an engaging and impactful conference environment.

### Solutions

Brigid is a highly skilled communicator and effectively engaged everyone in the room. She ensured an environment that is conducive to ideas, inquiry and fun. Through this, delegates were able to grow as leaders in their fields.



Engagement



Inquiry



Growth

### Outcomes



**1**

#### Engagement of speakers, panel members and delegates

Engagement and preparation is key to success. Brigid worked with speakers and panel members prior to the events to build their confidence and to understand their roles.

**2**

#### Facilitation of ideas and inquiry

Brigid facilitated impactful conversations with delegates and speakers. These conversations encouraged deep inquiry, leading to the generation of new insights and ideas.

**3**

#### Growth

Delegates were given time to reflect, share and learn from their peers, providing an environment fit for professional and personal growth.



# Wellbeing and Resilience Program

ACT Government Agency

## AT A GLANCE

Interaction Consulting designed, developed and delivered a Wellbeing and Resilience Program for all Agency employees.

## KEY METRICS



2

Modules



5+

Virtual participants



25+

Participants

## Challenges

The ACT Government Agency experienced significant change, complexity and turmoil as a result of both the COVID Pandemic and unprecedented weather events. Employees were experiencing high levels of stress and burnout as a result.

## Solutions

Interaction Consulting designed, developed and delivered a highly engaging and dynamic Wellbeing and Resilience program that was deeply contextualised to the Agency operating environment. The program covered both the physical and psychological safety of employees.



Engagement



Inquiry



Growth

## Outcomes

1

### Engagement

Engagement and preparation is key to success. Our team worked closely with Agency, prior to delivery of the modules, to ensure that the program was appropriately tailored for its audience.

2

### Inquiry

The spacing between the 2 modules gave participants time to reflect, experiment and play with the concepts that were introduced in Module 1.

3

### Growth

Participants were able to develop individual strategies for managing their wellbeing and resilience despite challenging circumstances. The program was very well received by participants.

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# Legislation Training

## ACT Government Agency

### AT A GLANCE

Interaction Consulting undertook the development of a learning program with both a face-to-face and eLearning approach. This was designed, developed and delivered for frontline staff. The training focused on the responsibilities of staff under relevant legislation and programs.

### KEY METRICS



6

eLearning Modules



140+

staff received face to face training



1

learning program with a holistic approach

### Challenges

The Agency's frontline staff required an uplift in knowledge and understanding across relevant legislation and programs. This included the requirement for both an eLearning and face-to-face approach where the learning outcomes would include an elevation of understanding regarding conduct, procedures relating to internal operating procedures, and decision-making processes.

### Solutions

Interaction Consulting provided 6 eLearning modules to breakdown understanding of public sector delegations and discretion, and the dangers of not following processes and procedures. The online learning was elevated through face-to-face workshops which expanded upon conduct, legislation, operational procedures, and delegations and discretions.



Morale



Lower turnover



Risk management

### Outcomes

#### Morale

1

An increase of knowledge and understanding of legislation and programs fostered trust and connectedness in the organisation. This resulted in an overall increase in morale for the staff.

#### Lower turnover

2

This process proved to decrease staff turnover. Staff were less likely to leave the organisation after being empowered with knowledge and understand of the requirements of their organisation.

#### Risk management

3

The learning program was an impactful step in risk management for the organisation. It proved to support reputational, organisational, personal and financial risk management

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# Screeener Accreditation Training

APS Department

## AT A GLANCE

Interaction worked closely with the APS Department to develop their Screeener Accreditation Training Package.

## KEY METRICS



12

One-on-one interviews



14

Expertly facilitated workshop



125+

Employees

## Challenges

As part of the new scheme, the Department engaged Interaction Consulting to assist it's Senior Leaders to be responsible administering accreditation tests and assessing screeners in the functions they perform.

## Solutions

We piloted the training to obtain feedback from departmental staff and aviation industry stakeholders before finalising the package design. Based on the success of this work, we were asked to convert the training package into an elearning mode in collaboration with our elearning partner, The Learning Deli.



Engagement



Co-design



Understanding

## Outcomes

1

### Engagement

Interaction's consultants met 1:1 with each member of the Executive Leadership Team to understand the existing challenges and future aspirations.

2

### Co-design

Interaction Consulting's skilled and dynamic consultants engaged the leadership group to co-design a desired training package.

3

### Understanding

The process built an understanding of the importance of strengthening the education and training requirements for screening and air cargo examination officers (screeners) in airports and seaports while ensuring consistency in screening standards across the aviation, maritime, and air cargo sectors.

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