

Why Strategy?

Business strategy serves as the lighthouse in the storm. Strategy is a series of guiding principles that will contribute to your organisation making an aligned pattern of business decisions that lead to a desired outcome. It provides clarity to people within an organisation as to where they should focus effort and resources.

Good strategy provides a clear roadmap, consisting of a set of guiding principles or rules, that defines the actions people in the business should take (and not take) and the things they should prioritise (and not prioritise) to achieve those desired goals. It takes away the guessing and uncertainty and ensures everyone is working in the same direction.



A vision is not just a picture of what could be; it is an appeal to our better selves, a call to become something more."

— Rosabeth Moss Kanter, American sociologist and Professor at Harvard Business School

How can Interaction Consulting help?

We help you choose what to do, what not to do and when; in response to an often dynamic and unpredictable business landscape. Interaction Consulting can support your strategy in the following ways.

- Ideation
- Design
- Blueprints
- Roadmaps
- Complex problem-solving
- Facilitation + workshops
- Consultancy
- Leadership development
- Coaching
- Team-building
- Coaching
- Execution



Examples

These examples illustrate how Interaction Consulting leverages its services to address specific client needs, from strategic ideation and design to leadership development, team-building, and effective strategy execution.

Client Example 1: Ideation and Strategy Design

Client Background: A mid-sized technology startup is facing increased competition in its niche market. They need to redefine their product strategy to maintain market leadership and explore new revenue streams.

Interaction Consulting Approach:

- **Ideation:** We facilitate brainstorming sessions with key stakeholders to generate innovative product ideas and market strategies.
- **Design:** We develop a comprehensive strategy blueprint based on the ideation sessions, outlining clear goals and actionable steps.
- **Roadmaps:** We create detailed roadmaps that guide the implementation of the new strategy, setting milestones and timelines for key initiatives.

Outcome: By leveraging Interaction Consulting's ideation and strategy design services, the startup successfully launches a new product line that captures a larger market share and establishes itself as an industry leader in innovation.





Client Example 2: Strategy Execution for Public Sector Transformation

Client Background: A government agency responsible for public transportation is tasked with modernising its infrastructure and service delivery to enhance efficiency and customer satisfaction.

Interaction Consulting Approach:

- **Consultancy:** We conduct in-depth analysis and consultations with stakeholders to understand current challenges and opportunities.
- **Blueprints and Roadmaps:** We develop detailed blueprints and roadmaps for infrastructure upgrades, service improvements, and technology integration.
- **Complex Problem-Solving:** Addressing complex issues such as budget constraints, regulatory compliance, and stakeholder management.
- **Facilitation + Workshops:** Facilitate workshops and collaborative sessions to align various departments and stakeholders on the transformation goals and implementation strategies.

Outcome: By leveraging Interaction Consulting's expertise in strategy execution and problem-solving, the government agency successfully implements a phased modernization plan. This plan includes infrastructure upgrades, improved service delivery, and enhanced technological capabilities, leading to increased efficiency, reduced operational costs, and improved public satisfaction with the transportation services.



Celebrating 30 Years

In 2024, Interaction Consulting celebrated its 30th year providing management consultancy client services. We are deeply proud of our success as an organisation and of our 30 year history supporting our clients to achieve their objectives, be their best and to grow both professionally and personally.

Over the 30 years, we have seen many trends come and go but what never changes is the value of investing in people, teams and organisations. It is an investment in the future that builds flexible, future-focused mindsets and organisations.

At Interaction, we are driven by a desire and passion to make a positive difference in this world. We build ongoing and meaningful connections with our clients as, the more we understand what is important to you, the greater our ability to support and serve you.



About us

Interaction Consulting drives positive change.

Interaction has been providing boutique + bespoke consultancy services, focusing on strategy, capability and change, for over 30 years. We partner with clients to improve productivity, enhance performance and drive positive change.

Our solutions are bespoke. We take the time to get to know you so that we can tailor a solution that we are confident will be fit for purpose and provide you with a significant return on investment.

Strategy – We help you choose what to do, what not to do, and when, in response to an often dynamic and unpredictable business landscape.

Capability – We build the skills, knowledge, behaviour, mindset and confidence that will help you realise your business goals.

Change + Transformation – We help you to determine if change is needed or feasible. We show you how to change, and then we bring your transformation to life.

Our highest value is trust. We establish and nurture enduring client relationships and partnerships, to support you through the good times and the bad. Our team comprises experienced and passionate professionals and we serve anyone who needs support improving productivity and driving positive change.

We are a proudly Australian-owned small business.





Capability Needs Analysis

APS Government Department

AT A GLANCE

Interaction Consulting completed a capability needs analysis for a key area within a large APS department.

KEY METRICS



8

Geographical locations



20+

senior leaders engaged



18

recommendations

Challenges

The department works in an environment of ongoing change, and machinery of government and other factors have had a significant impact on the department's workforce, including the integration of staff working on similar policy and programs and compliance roles from the another department.

Solutions

Interaction Consulting worked in partnership with the department to conduct a comprehensive CNA, including validation of SES priorities, identification of barriers to learning and learning methodologies, and recommendation of solutions to address identified barriers.



Engagement



Analysis



Recommendations and Reporting

Outcomes

1

Engagement of senior leaders

Engagement and preparation is key to success. Our team worked with senior leaders to understand their priorities and capability gaps and aspirations.

2

Analysis

Our consultants had access to a range of information about learning and development priorities and needs across the department, and we conducted further data collection to ensure a comprehensive analysis.

3

Recommendations and reporting

The CNA identified immediate and short-term learning needs and skills gaps for all located in Canberra and the STOs. Our report provided valid and useful information to support the department's decision-making about capability development priorities and how to meet them.

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HR Governance Strategy

APS Agency

AT A GLANCE

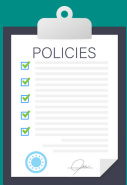
Interaction Consulting provided embedded support and expertise to establish a HR strategy for a newly formed APS Agency.

KEY METRICS



1

HR Governance strategy



12+

policies and procedures



30

hours expert weekly support

Challenges

The Agency was established with a mission to lead the transformation of government services and improve the user experience for Australians. As the Agency progressed in achieving its mission, it became necessary to ensure that it had an appropriate HR governance strategy and aligned processes in place.

Solutions

Interaction Consulting embedded an experienced HR practitioner and manager to conduct an audit and identify the HR policies and processes that needed to be implemented.



Best practice review



Audit



Strategy and processes

Outcomes

1

Best practice review

Interaction undertook a best practice review of HR strategy and governance for similar organisations to ensure our solution was contemporary.

2

Audit

Interaction conducted an audit of existing approaches and policies to identify gaps and opportunities for improvement, that would inform the strategy.

3

Strategy and processes

Based on the audit findings, we developed a HR strategy and priority policies and processes and provided advice on recruitment, staffing, and performance management. We also reviewed positions to ensure that they were at the right level and consistent with the APS Work Level Standards.

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Division Strategy Day

APS Government Department

AT A GLANCE

Interaction Consulting is a trusted APS provider and regularly works with teams to facilitate effective strategic business planning.

KEY METRICS



4+

Geographical locations



15+

Virtual participants



80+

In-room participants

Challenges

Interaction Consulting designed and facilitated an engaging, impactful planning day for the Division's staff. We worked in partnership with the First Assistant Secretary, and other key leaders, to define the agenda and objectives. We supported the objectives of the day by facilitating carefully designed, meaningful and curated activities.

Solutions

Interaction Consulting's dynamic team effectively engaged everyone in both the physical and the virtual rooms. The environment was conducive to innovative ideas, inquiry and fun. The Division left with a clear plan of action for success.



Engagement



Planning



Action and Reporting

Outcomes

1

Engagement of senior leaders

Engagement and preparation is key to success. Our team worked with senior leaders prior to the event and then skillfully engaged participants on the day.

2

Planning

The facilitation of impactful conversations provided clarity regarding priorities, challenges and opportunities, resulting in a shared understanding of measures of success.

3

Action and reporting

Articulation of clear action items are key to success. These were agreed and outlined in a high level summary report to guide the Division into the future.

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Branch Strategy Day

APS Government Department

AT A GLANCE

Interaction Consulting provides an important, impartial third party role in facilitating strategic planning events.

KEY METRICS



4+

Geographical locations



4

Virtual participants



20+

In-room participants

"Appreciate the swiveling of schedule by the facilitator - that was well-handled and allowed us to tackle the things of highest importance before we went home for the day."

- Client feedback

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Challenges

The Branch sought to connect colleagues working in different teams across different states and territories as well as starting the journey towards strategic alignment, clarity around purpose and discussing ways of working within in the Branch and exploring opportunities for positive change.

Solutions

Our Consultant worked with representatives of the Branch to shape the agenda to meet objectives. This included facilitating activities addressing purpose and shifting from a reactive to a proactive culture. Adapting to address the "elephant in the room" enabled difficult topics to be discussed in an open, safe forum.



Engagement



Contribution



Action and Reporting

Outcomes

Engagement

1

Engagement was both an enabler and an outcome. Effective engagement with the Branch occurred throughout planning, preparation and evaluation. Participants connected and collaborated with colleagues to build meaningful bonds.

2

Contribution

Participants were provided opportunities to contribute in various ways throughout the day to have tangible impacts in defining the Branch's purpose and future ways of working.

3

Action and reporting

Action items were outlined in a high level summary report to guide the Branch's next steps.



Workplace Review

ACT Government Directorate

AT A GLANCE

Interaction Consulting undertook a Workplace Review of four units within a corporate unit with an ACT Government Directorate.

KEY METRICS



40

1:1 interviews



40

Role evaluations



12

Recommendations

Challenges

The scope of the review was to assess the strategic goals, structure and individual roles of each business unit and to provide key findings, recommendations, and an implementation strategy. The review was initiated in the interests of continuous improvement, opportunities for enhanced efficiency, productivity and performance and staff wellbeing.

Solutions

Interaction Consulting undertook an expert review of the units in alignment with the review scope. Key findings and recommendations were provided across the following areas: Organisational structure, Workforce planning and enabling processes, Role clarity and strategic direction, Leadership, management and capability and Culture and staff wellbeing.



Review and Analysis



Validation



Reporting and Recommendations

Outcomes

1

Review and Analysis

Structured 1:1 interviews were undertaken by Interaction consultants. These were used to inform the role evaluations. Relevant documentation was also reviewed.

2

Validation

The review validation process consisted of consultation with senior leaders within the Directorate.

3

Reporting and recommendations

The report outlined key findings and recommendations for productivity and performance relating to optimal structure, staffing numbers and classifications, and a recommended implementation strategy to address workforce challenges.

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SES Role Evaluations

APS Department

AT A GLANCE

Interaction Consulting evaluated over 235 Senior Executive Service (SES) roles using the APSC's SES Work Level Standards and SES Role Analysis Tool.

KEY METRICS



235+

1:1 interviews



235+

Role evaluations



235+

Individual evaluation reports

Challenges

The scope of the review was to undertake interviews with the department's SES cohort to determine the appropriate classification level for each role. This was determined through the application of the APSC's SES Work Level Standards and SES Role Analysis Tool. Both individual and broader recommendations were also provided.

Solutions

Interaction Consulting undertook 235+ SES role evaluations covering SES Band 1 and Band 2 positions across the department. A detailed report on each role evaluated, and a summary report of the evaluations across each of the 27 Business Lines, were provided to the department. Recommendations were also provided to increase productivity and performance.



Interviews



Analysis



Reporting and Recommendations

Outcomes

1

Interviews

Structured 1:1 interviews were undertaken by our experienced Interaction consultants. These were used to inform the role evaluations. Relevant documentation was also reviewed.

2

Analysis

The data collected was analysed against the the APSC's SES Work Level Standards and SES Role Analysis Tool to make a determine of each role level.

3

Reporting and recommendations

An individual evaluation report was provided by Interaction for each role evaluated. Recommendations for productivity and performance relating to risk, reporting arrangements and duplication were also provided to the department.

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Pay Equity Audit

APS Agency

AT A GLANCE

Interaction Consulting evaluated 69 roles to benchmark the type of work performed within the Agency by employment classification, work stream and gender.

KEY METRICS



12

Facilitated focus groups across Australia



69

Role evaluations



6

High level recommendations

Challenges

The APS Agency engaged Interaction Consulting to provide role evaluation services in support of the Pay Equity Audit. Interaction performed a role evaluation analysis of common role types to benchmark the type of work performed within the agency by employment classification, work stream and gender.

Solutions

Interaction Consulting defined the scope and complexity of each role to confirm the appropriate classification of APS Level 6 to Executive Level 2 roles across the Investigator, Analysis/Regulation and Compliance workstreams in relation to the APS Work Level Standards. An individual evaluation report was provided by Interaction for each role evaluated.



Focus Groups



Analysis



Reporting and Recommendations

Outcomes

1

Interviews

Interaction consultants facilitated focus groups with APS 6, EL1 and EL2 representatives from the Investigation, Analysis-Regulation and Compliance-Project Officers workstreams.

2

Analysis

The data collected was analysed against the the APSC's Work Level Standards and the Role Evaluation Tool to make a determine of each role level and to provide the benchmark.

3

Reporting and recommendations

Interaction provided a benchmarking report that presented the key findings in relation to areas such as the functions currently undertaken by each group of roles, leadership and accountability, independent decision making and inconsistency in roles and responsibilities.

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Strategic Capability Review

APS Agency

AT A GLANCE

Interaction Consulting undertook a Capability Review of three units to ensure they were fit for purpose and to recommend future capability development measures.

KEY METRICS



12

1:1 interviews



1

Interaction developed online survey



4

Recommendations

Challenges

The teams are responsible for calculations for small to medium organisations that have not met their obligations under the Fair Work Act, associated legislation and/or relevant Awards. The scope of the review was to assess the existing capability within the team, to provide key findings, recommendations, and an implementation strategy.

Solutions

Interaction Consulting undertook an expert review of the teams in alignment with the review scope. Key findings and four high level recommendations were provided across the following areas: Strategy, Identified need vs. opportunities and Internal vs. external opportunities. This was supported by an implementation strategy.



Review and Analysis



Validation



Reporting and Recommendations

Outcomes

1

Review and Analysis

Structured 1:1 interviews were undertaken by Interaction consultants to inform the capability assessments. An Interaction-developed online survey was also used to capture additional information.

2

Validation

The review validation process consisted of two rounds of consultation with senior leaders within the Agency.

3

Reporting and recommendations

The report outlined key findings and recommendations for ensuring a future fit team with the required capability, and a recommended implementation strategy.

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