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INTERACTION

MANAGEMENT CONSULTANCY ARMS BUSINESSES
WITH BETTER WAYS

The Canberra Times

"Interaction Consulting is a breath of fresh air in their industry, offering management consultancy services with progressive values at the core."

They're a female founded company, working towards ticks of approval from both Reconciliation Australia and Rainbow Health Australia, in their quest to become an inclusive and thriving workplace. This is important work for a company whose entire purpose is to offer strategic advice and coaching to executive level employees at a range of other organisations.

"We are absolutely committed as a management consultancy business to ensure that our relationship with the community is a strong one," said Interaction Consulting CEO Gareth Norman. "And our community is made up of many cultures in a diverse sense. We believe the way we interact with our community and our journey towards our first Reconciliation Action Plan will stand us in good stead moving forward.

"Ultimately, we want to ensure we have the right consultant having the right conversation with the community and delivering the appropriate outcomes that individuals are looking for."

Interaction Consulting offers a range of services including strategic advisory, learning and development, coaching and mentoring and facilitation.

They are a registered training organisation and take a tailored approach to solving different problems. They're well trusted within the public and private sectors, working with multiple government departments.

Interaction Consulting tackles problems that often plague the board and executive leadership of companies, big and small, like the issue of conformance versus performance.

Balancing the needs of conformance and performance is a delicate act, and one that Interaction Consulting has almost three decades of experience in.

“In many organisations, performance takes the backseat as board members focus largely on conformance. Directors are usually keen to ensure that their decisions are in conformity with the rules and compliant with regulatory/legal frameworks and directives.

“Enhancing the role of the board of directors and executive management is paramount, based on our interactions over the past 28 years.

“The focus on conformance is to deliver sound governance, accountability and assurance strategies, whereas, performance relates directly to the value creation and resource utilisation of the business.

“What we offer at Interaction is the Swiss army knife approach, where we tailor bespoke advice, support, training and education, that supports the delivery of strategies and value creation,” said Mr Norman. Interaction Consulting have intimate knowledge of the corporate Canberra landscape. They have provided extensive training and coaching to the private and public sectors, seeing client loyalty especially in the public sector.

They’ve worked with the ACT Government, Attorney General’s Department, the Australian Federal Police and the ATO, among an extensive list of other highly regarded companies and organisations.

However, the boutique nature of their business means solutions are tailored to different needs, and allows them to offer their consultancy services to small and medium enterprises, too. “The repeat business that we get from the government and the partnerships which we embark on speaks volumes. Over 28 years of our service to the Canberra region, most of our clients are repeat customers.

“Our approach is all about word of mouth, and the quality of our consultants, trainers and facilitators who support us in being able to deliver ideal outcomes to clients.

“Our internal coaches who coach very senior executives within government have had those ongoing relationships for almost 20 years,” said Mr Norman.

The Interaction Consulting team provides specialist services including training programs, advisory work and people-management consulting, says HR and business manager Tammi Perelson.

Originally focused on providing training, planning and team building to government agencies, over the past 28 years Interaction Consulting has grown and developed a wider range of management consultancy offerings to the public and private sector.

“We focus firmly on what our clients want and need, together we solve problems and create opportunities,” says Tammi. “We know there’s currently a lot of internal change and staff movement happening in workplaces, as people reassess their careers post-covid.

“This has seen many people thrust into management positions who might technically be very good at what they do, but have not had the people management training and experience that is so important to create high performing teams,” she says.

The Interaction team can provide one-on-one executive coaching for managers, design training solutions and work with clients to on-board new staff and provide induction training. She says: “We are a trusted pair of hands to help our clients with their training and people management needs.”

Interaction also assists with change management, project management, creating high performance teams as well as empowering managers and supervisors.

“Our team has a wide set of expertise ranging from the public to the private sector. We bring a diversity of skills and life experiences.” Tammi says Interaction’s ethos comes from the leadership of Brigid Hardy and Gareth Norman. “Brigid is the most incredible human, with a heart as big as the city,” Tammi says.

“She is passionate about the wellbeing of the team and cares deeply about her clients and providing the best solution for them. Her passion shows and is emulated across our organisation.

“We offer a bespoke, premium service to clients that recognises that their needs are unique, so we design a tailored solution that sets a deliberate and direct course to your goals.”