



Weasel Words Archives – Consultants

'FISH! is a skill that provides the process, tools and language to generate the skills necessary to design a workplace full of inspiration, creativity and innovation . FISH! creates a common language . A language that will help improve your culture by using four simple practices – Be There, Play, Make Their Day and Choose Your Attitude™.' From the official home of the FISH! philosophy.

'Service design is a systematic, creative approach to innovation. Value is created by taking interaction between the user and the service provider, and identification of problems as a starting point and transforming these into opportunities and new solutions.' From a service design book. Thanks to Nic Allum.

'The first step of any brand identity project must be to gain clarity around your brand's personality and its go-to-market proposition.' Truly Deeply.

'ClimateWorks Australia will “contribute to substantial emissions reduction in the next five years through enabling collaborative action within Australia and the wider international context.”.....
Action...

By delivering action projects that: accelerate behavioural and structural change

demonstrate or assist new technologies or behaviours

demonstrate better policy options.

By leveraging substantial emissions reductions by others by demonstrating opportunities and benefits and encouraging complimentary actions.

'We place high importance on accurately diagnosing and aligning initiatives to key organisational strategic priorities. Energy Impact Group has a palate of tools including an organisational energy diagnostic and survey targeted to measure individual personal energy'. Energy Impact Group. Thanks to Joanne.

'When YOU want to Change the Culture of YOUR Organisation, Get the Most High Value, High Impact Change Consultants in the Southern Hemisphere ... Leigh Farnell and Grant Donovan don't just train organisations in effective Change Management. In many cases they also work closely with the Executive Team and Key Change agents to facilitate and coach culture



change, empowerment and performance improvement throughout the change process.'

'Manipulate neuro-chemistry to increase engagement...

Develop a "hit and run" teaching style...

Use guided practice and ladders of understanding to increase pattern recognition...

Some of the discussion subjects at the Brain based methods for accelerated learning run by the Centre for Strategic Learning. Thanks to Monty Stephens.

'A company called Interbrand (whom NBC Digital-iVillage has paid more than a million dollars to establish a mission statement and brand identity for them) came and gave a long presentation on how to write in the "voice" that they'd defined for the "brand." They had taken a deep dive into our space. After 20 minutes on how to write headlines and how not to write with cliches they flashed the following phrase up on a huge screen: "The iVillage woman talks with a wink in her step." Thanks to S of Brooklyn NY

' ... where I share my tips, secrets, strategies and systems at my brand-new event called, "HOW TO MAKE MONEY WHILE YOU SLEEP LIVE." ' From an unsolicited invitation from Brett McFall.

'They have a strong track record in achieving value-for-money outcomes that build real organisational and individual leadership capability delivered in an action-oriented way that promotes sustainable behavioural change.' A consultant's application for federal funding. Thanks to Susan.

Principles of Lean.

The five step thought process for guiding the implementation of lean techniques are easy to remember, but not always easy to achieve.

Specify value from the standpoint of the end customer by product family.

Identify all the steps in the value stream for each product family, eliminating whenever possible those steps that do not create value.

Make the value-creating steps occur in tight sequence so the product will flow smoothly towards the customer.

As flow is introduced let customers pull value from the next upstream activity.

As value is specified, value streams are identified, wasted steps are removed, and flow and pull are introduced, begin the process again and continue it until a state of perfection is reached in which perfect value is created with no waste.

Lean Enterprise Institute. (Compared with traditional "think" tanks, we are a "do" tank.) Thanks to Tony Healy.



'Many of the trends are associated with personalisation, communication and reward continuity and reinforcement and proactively utilising various tools within the market place that consumers and employees alike are engaging with.' Executive from an employee benefit plan. Thanks to anonymous.

'Prosci's world-class training programs are founded in over a decade of change management research. The tools and methodologies are based on best practices from more than 2100 organizations and represent the leading models for change management. Prosci's methodology is one of the most widely used approaches for managing the people side of change, and more courses are offered every month on Prosci's change management tools than all other approaches combined.' Change Management Learning Center.

Better For Business: improving business through sustainability
Profit – using sustainability to cut operational costs and drive business growth ...
Business strategy – using sustainability as a growth driver

21st century audit – to check your company's current pulse quickly – we offer a visual radar that shows your gaps

Prioritising issues – what are the key sustainability initiatives required

Strategy- articulating direction for internal and external delivery

Developing a Sustainability Vision your Board and senior managers can sign off on. Thanks to James Luxton.

'While I am sad to be leaving Grey after fifteen years, I am looking forward to using my recent learnings and experience and bringing a number of business opportunities to life in early 2010.' Grey Australia's Melbourne-based managing director Jane Emery who will complete her Masters of Entrepreneurship and Innovation at the end of the year.

'This is one funky brand idea and a retail food business for today!...Through a series of workshop sessions, the product offering was prioritised, key segmentation and demographic analysis undertaken and an essence and positioning for the brand was revealed. These strategic resources were then translated creatively into all key stakeholder brand touch points. Murray Art Design: Strategic branding and design.

'Today we're pleased to announce a new, robust workshop with a focus on brand leadership.' The Blake Project

DELIVERING INNOVATION IN BRANDING, DIGITAL MEDIA & APPLICATION DEVELOPMENT



'Our historical strength in creative innovation complimented with our unprecedented leadership in online technology services delivers Vivid Group an integrated competitive advantage'. Thanks to Ben.

'The City of Melbourne has launched a new corporate identity - a design reflecting a city recognised internationally for its diversity, innovation, sustainability and liveability. Lord Mayor Robert Doyle says the new design will become an icon for Melbourne ...

Chief Executive Officer Dr Kathy Alexander says the benefits of introducing a new City of Melbourne corporate identity include:...

greater brand impact and flexibility

more cost and time-effective in-house design and brand management.'

All this for just under \$240,400 with \$148,000 of it going to an international branding firm.

'Risk Management Framework Enhancement Manager' Conference speaker's job title. Thanks to Mark.

'The internet has sometimes been described as a lean forward medium because it engages people.' Spotted recently on a webpage dedicated to making your own webpage. Thanks to Charlie Myres who says 'Sorry, in the process of throwing up I forgot to note the source'.

With highly credentialed, real-world experienced, international recruitment teams applying robust, creative and thorough sourcing and assessment methodologies, the skilled and ambitious people that we deliver, sharpen organisations' competitive edge ... Our HR Consulting team's passion and expertise lie in HRO, RPO, career planning, training management and psychological services. A tailored RossJuliaRoss HRO solution enhances the return on an organisation's people investment and frees up key resources in your internal HR team ... RossJuliaRoss's end-to-end people, technology and process solutions address every stage of the employee lifecycle of a candidate.' Thanks to Courtenay Rule

Toronto, November 10, 2008 -- PROPHIX Software, a leading provider of financial business intelligence and performance management solutions specializing in forecasting, corporate budgeting, strategic planning, consolidation, financial analysis and scorecarding, is proud to be sponsoring a session in the Exploring Integration track at the 2008 Sage Summit. The session, entitled "Leverage Your Sage Data for More Strategic Planning", will take place on Tuesday, November 18th at 3:30pm. Press release.



'They[silos] foster inefficiency, inhibit synergy, fail to leverage skills and successes, lead to resource misallocation, diffuse competence in key marketing activities, and create brand confusion.' David Aaker, author of *Spanning Silos*

'From a Headshift perspective, Web 2.0 technologies are very much about leveraging the natural dynamics of an organisation and matching them with social software to facilitate a collaboration process that helps organisations meet their business objectives...' Livio Hughes, Headshift co-founder and director, speaking about his firm's recruitment of Anne Bartlett-Bragg as MD for Australasia. Headshift calls itself a 'social computing consultancy'. *The Australian IT Section*, Sept 08. Thanks to Michael Crowe

'Through strategic alliances with other associations, APPA increases the depth and breadth of its information and offerings, broadens its scope and value, leverages its resources, and creates increased synergy across the facilities and educational community.' APPA - leadership in educational facilities.

'On reflection, I think I ended up driving the desire for change too quickly and became less open to advice and compassion about the impacts on individuals'.

Port Phillip Council's chief executive, David Spokes after paying a change management consultant \$600,000 and the need to pay \$200,000 on legal fees because:

'Staff were rebelling. Formal complaints of bullying, intimidation and sexual harassment were lodged against Ms Shahbaz. Lawyers were brought in to interview about 20 staff witnesses. Some staff were counselled.'

'Costly, 'magical' spell cast on Port Phillip Council', Royce Millar, *The Age*, 19 May 2008

Explanation of 'reverse brief':

'The words 'reverse brief' referred to in Reference Group correspondence appear to be being used to describe a possible redefinition of the master plan focus and a redesign of its fundamental brief.

This is not the genesis or the context of the expression 'reverse brief', in this instance.

Due to the nature of Prof. Paul Carter's presentation to us we requested he provide us with a 'reverse brief' to better articulate his professional services and allow us to negotiate a scope of work.

Whilst his work will hopefully result in a profoundly improved foundation for the master planning, the expression 'reverse brief' merely describes the process of communication for now.

In respect of the concern's [sic] of xxx manifestation of Material Thinking's concepts are fundamental to their appointment and will be monitored closely through the delivery.' Sent to people with the message: ' I hope this explanation assists'. We doubt it.

'The nature of our business has enabled us to develop enduring, meaningful relationships with our clients supported by our commitment to maintaining the highest standards of quality of advice and ethics and integrity in



everything we do... In terms of your relationship with your adviser, very little will change... centralising many of the functions we currently replicate, such as business administration platforms, and back office systems and procedures. Together, we are excited and enthusiastic about our ongoing cooperation and collaboration and the prospect of further jointly developed initiatives that will create benefits for our clients now, and in to the future... This is an exciting development in the growth of our company...'
[From an updated Financial Services Guide from Shadforth's. Thanks to Sam for what he describes as 'weasel word wizardry'.](#)

Combining five decades of hands-on experience with the very latest methods for managing the modern workplace, we partner with your leaders, management and staff to deliver proven solutions to identify, resolve and minimise risks in the workplace.'
[Converge International who provide 'Employee Assistance Programs'. Thanks to Phoebe](#)

'[Futures Alchemy](#): the fusion of foresight, insight and creativity. Our futures intelligence work is alchemical in nature. We take the raw ingredients for success; add the revelation of foresight, the depth of insight, and the spark of creativity that transforms the lead of the present into the gold of the future. Designer Futures provides a range of advanced strategic foresight services to help you explore your potential and create the future you prefer.

Designer Futures is a network of foresight analysts, futurists, intergenerational interpreters, researchers, policy developers, emergent strategists, impact assessors and new creatives.'
[Thanks to Leah who comments: 'Wow. Clever of them.'](#)

Human Capital

'We work at a strategic level to understand an organisation's human capital needs so that targeted solutions can be designed and implemented to meet business objectives.'
[Human Capital Management Systems](#)

'Our goal is to help you to attain the best Human Capital Management outcomes possible.'
[PeopleStreme](#)

'We will provide human capital solutions with intelligent workflow making your people more productive, innovative & strategic. By partnering with us your organisation will become more competitive, profitable & valuable.'
[EmployeeConnect](#)

'Challenges surrounding integration and data quality are currently taking precedence over the need to improve the analytic capabilities of HR personnel. However, previous research and leading practices suggest that companies that successfully leverage human capital information do more than just focus on developing data standards and connecting systems. Not only do they provide key metrics that can improve workforce productivity



and performance, they also enable their HR personnel to translate human capital data into executable strategy.'

[Unlocking the DNA of the Adaptable Workforce. The Global Human Capital Study 2008 Executive Summary](#)

'Measurement of performance with no indication of priority forces stakeholders to rely on their own judgements as to what is the most important value driver.'

['Weighing up the value of human capital', Human Resources Magazine](#)

'Fresh is rejuvenated and ready to show you how our Fresh solutions and effective creative can benefit your business ... Fresh can assist you to analyse and define your brand goals, create and develop your new brand and corporate identity, or reposition, redesign and revitalise your existing brand to meet your corporate strategic goals.'

'Assisting Organisations to Acquire & Retain the Best Talent through the Development & Integrated Delivery of Innovative People Management Systems and Solutions.'

[PageUp Software Solutions - thanks David.](#)

'The Team will facilitate a Visioning Session with each neighborhood in their hometown. The session's purpose is to encourage and foster collaborative efforts among all critical neighborhood stakeholders involved in the successful implementation and management of the principals, strategies and recommendation's of the Neighborhood Revitalization Action Plan.'

Vernon Gustafsson, Carter & Burgess, Associate, Project Manager, Sr-Urban Design & Planning, Detroit.

[From a request to schedule a meeting by a private firm contracted by the State of Michigan to implement a grant. Thanks to Kevin Mackey who comments: 'By the way, the "Neighborhood Revitalization Action Plan" is what they are supposed to write, and it doesn't exist yet.'](#)

'This presentation will share with you what donorCentrics™ is, explaining this benchmarking service that facilitates peer organisation comparison of donor lifecycle behaviour and fundraising program performance, and provides a forum for cross-organisational collaboration and the sharing of best practices in fundraising.'

[From an email invitation to a webcast on a new analysis service for fundraisers. Thanks to Rosemary Swift](#)

'Collective Cognition in Action: Accumulation, Interaction, Examination, and Accommodation in the Development and Operation of Group Efficacy Beliefs in the Workplace.'

[Title from a recent paper by Gibson & Earley from the Academy of Management Review. Thanks to Neal Waddell who points out: ' It announces "Action" and yet reduces eight verbs to nominalisations.'](#)

'Across all industries, executives are demanding more value from their strategic business processes. What process is strategic to a given company may vary dramatically by industry, but a common theme is that CEOs want their IT organizations to measurably improve the flow of data and information driving key business decisions.'

[Progress.com Thanks to Alex](#)



'Toll FM is structured to deliver maximum strategic input, management control and service flexibility while reducing cumulative overheads and costs and deliver value for money...'

Thanks to Marc who paraphrases PJ O'Rourke's weasel-esque words test: if you can randomly move the words around in a sentence, and it still makes as much sense as it did before, you know you're reading crap.

'Judith Glazer is an innovative change consultant who specialises in helping leaders when they are at intersections of change or transformation in their companies ... Leaders are also taught how to reshape their companies' genetic code ... by teaching them how to graft practices into their patterns of engagement.' A seminar by Judith E Glazer from Benchmark Communications, (thanks to Sue Krige)

'Our aim is to add value to your design solutions by reducing the cost of production and increasing operational efficiency through our outsourcing model.' InCreative Design Solutions Australia (thanks to Jane McDougall)

'When Michael Schiller, a management consultant, wanted to talk with his 15-year-old daughter about where she was going with her friends, he told her, "You have to recognize your ARAs and measure against them." ' From 'Corporate lingo pulls a home invasion' by Jared Sandberg, 30 October, The Wall Street Journal

'In London, New York, Paris, Milan, Barcelona and Melbourne, the same pattern is beginning to reveal itself: shopping is emerging as art, as cultural exchange, as immersive experience, as a way of learning.' The Future Laboratory Melbourne Retail Strategy

'Within the city and its environs there exists a core strength of difference and diversity ... As a more culturally and ethnically diverse and design-aware traveller takes to the skies, 'intangible' factors are increasingly driving consumer buy-in.' The Future Laboratory Melbourne Retail Strategy

'Delivering value-added solutions and innovative outcomes' Howard Partners, public policy consultants [thanks to Stephen Pigott]

'Because of the difficulty in determining the difference between a problem and an opportunity and because there are many negative implications in using the word "problem", the word probortunity has been created. Probortunity is the merging of the word "problem" and "opportunity". ' From the folks at brainstorming.co.uk (thanks to Dean)

'This year's theme for Mercury World Australia is Optimize Outcomes ... Over two exciting days we will show you how: Business Technology Optimization (BTO) can be applied to Optimize Outcomes To leverage best practices you will learn from Mercury's experts and your peers.' Mercury World Australia (thanks to Raj)

Conferences



2.20 Mobile Command Centres - Better Decision-Making Through Enhanced Situational Awareness, Communications and Interoperability

... The key areas to address for developing a mobile command centre are:

...

- Capability building blocks and technologies
- Advancing command and control capabilities whilst protecting legacy investments
- The importance of mobility, deployability, simplicity and supportability in ensuring ease of deployment and operation

Gary Hale, Space Initiatives Manager - Global Defence, Space & Security Group, Cisco Systems, Emergency Management 2006, Sydney (thanks to Tony Robertson)

'We are an innovative and trusted partner who transitions, transforms and delivers world-class processes across all stages of the resourcing and recruitment lifecycle.' [Alexander Mann Solutions](#) (thanks to Jenny Norvick)

Ultimately the aggregate opinion of the customers was that they were pretty comfortable doing what they needed to do, in the space that they selected and we respect that completely.' [Mr. Ty Speer "Melbourne 2006 sales and commercial manager" commenting on the abandonment, through lack of interest, of a Giant Corporate Hospitality Village" in Melbourne, Victoria](#) (thanks to Ian Singleton)

'Our decision to form strategic partnerships with other progressive companies is synergistic with ImageSource's business strategy to be a leader in the facility management, print and imaging industry.' [Image Source](#) (thanks to Leah Dent)

Partnership: We work in synergy with all our project stakeholders: our clients, our consultants, our local counterparts and most importantly our primary beneficiaries. We aim to provide stakeholders with friendly, efficient and effective services that exceed their expectations.

Cultural diversity: We encourage transparent and inclusive communication that resonates across cultures and is based on mutual respect.

[Uniquet](#) (thanks to Andrew Kinna who entered the words "synergy", "stakeholders" and "proactive") into Google and advises others not to, 'You run the risk of being overwhelmed - even if you limit your search to Australia'.)

'In our experience at XX, we have found that using 'buzzwords' are (sic) a great way to capture our target market as this is the language that they use within their jobs every day. I allocated a lot of time during my research to investigate and understand the 'buzzwords' that our target audience uses and recognises most.' [From an anonymous contributor who received this reply after asking that the conference brochure NOT have any buzzwords in the descriptions of their talk and workshop.](#)



'Enhanced personal and team performance is the framework for ongoing organisational effectiveness. Our Executive and Business Coaching programmes ensure that new learning skills and behaviours are maintained.' [AAAI Executive and Business Coaching \(thanks to Kane\)](#)

'Network PR connects people who matter to them. With passion and precision we create networks of influence, enabling clients to manage their reputations, build their brands and enhance their relationships with stakeholders.' [Network PR, Wellington public relations company \(thanks to John Spavin\)](#)

'As we move to a new paradigm, we must retain the key benefit of WYSIWYG: that the primary visual representation of objects has a close-to-identity mapping onto the target domain so that users employ a trivial evaluation function to judge whether they are getting what they want.' [Commentary on web \(and other\) design \(thanks to Stuart Rogers who says 'In other words, the great thing about WYSIWYG \(What You See Is What You Get\) is that what you see is what you get'\)](#)

'To achieve optimal business availability and exceed your Service Management goals you need to:

- Take a customer-centric view of service levels
- Manage to business outcomes
- Manage services that extend across IT 'silos'
- Understand the true impact of change - planned and unplanned
- Isolate, triage and solve problems faster

[From an invitation to a seminar organised by Mercury Australia \(thanks to Raj Jain who wonders what he's been invited to.\)](#)

'Allixon combines its products, expertise, partnerships and integration capability into solutions for a wide range of device computing applications...' [\(thanks to Edwin Davis\)](#)

'Business shouldn't look at "right-shoring" as establishing a vendor partnership, he said. Instead, they should see the chance to use "constituents" to help deliver that work.' [Chris Mitchell, local managing director of EDS \('outsourcing giant'\) telling 'top bankers that offshoring more backoffice operations was the answer to remaining competitive.' On ZdNet \(thanks to PG\)](#)

'Approva Corporation is a leading provider of Enterprise Controls Management solutions for continuous visibility into automated business process controls within and across applications such as SAP, Oracle, PeopleSoft and Hyperion. Blackrock ITS are Approva's exclusive value-add partner in Asia-Pacific.' [From an email received by Andrew who says 'You know the scariest thing about this is that I think I understand it!'](#)

'Connected Leadership - This is an action-research project aimed at creating concepts and practices for developing leadership beyond the individual leader. The project framework sees leadership as a collective networked activity engaged in by people sharing work in a community or organization in order to set direction, gain commitment, and create alignment.' [Apparently,](#)



The Centre for Creative Leadership also came up with 'strength overused becomes a weakness' which Michael Hines thinks is used to 'get people to stop behaving in ways management does not like'.

'We are corporate workshop facilitation specialists using music and drumming as a learning reinforcement tool ...We use drumming for energising, motivating and team building as well as for leadership and other learning experiences.' [Corpgroove](#)

'That's what happens when you front-end load the year. You end up having to pad the middle to stretch out the inventory.' [Media analyst Peter Cox](#) , [Sydney Morning Herald](#) (thanks to [David Annetts](#) who thinks Peter is saying 'when you use most of your good stuff at the start of the year, you need to space the rest out.')

'Would you like to negotiate and influence your capability to the next level of your current level of expertise?... develop personal behavioural flexibility, distinguish between process and content and understand where and how to leverage both.'" [Negotiation and Influencing for Business Results](#), an [Australian Marketing and Social Research Society](#) event (thanks to [Josh Fear](#) for sharing 'some of the crap I get in my email inbox every day')
[Why did the chicken cross the road?](#)

'Deregulation of the chicken's side of the road was threatening its dominant market position. The chicken was faced with significant challenges to create and develop the competencies required for the newly competitive market. Andersen Consulting, in a partnering relationship with the client, helped the chicken by rethinking its physical distribution strategy and implementation processes.

'Using the Poultry Integration model (PIM), Andersen helped the chicken use its skills, methodologies, knowledge, capital and experience to align the chicken's people, processes and technology in support of its overall strategy within a Program Management framework.

'Andersen Consulting convened a diverse cross-spectrum of road analysts and best chickens along with Andersen consultants with deep skills in the transportation industry to engage in a two-day itinerary of meetings in order to leverage their personal knowledge capital, both tacit and explicit, and to enable them to synergize with each other to achieve the implicit goals of delivering and successfully architecting and implementing an enterprise-wide value framework across the continuum of poultry cross-media processes.

'The meeting was held in a park-like setting, enabling and creating an impactful environment which was strategically based, industry focused, and built upon a consistent, clear, and unified market message and aligned with the chicken's mission, vision, and core values. This was conducive towards the creation of a total business integration solution. Andersen consulting helped the chicken change to become more successful.' [[thanks to Mike Potts who came across this in an email](#)]



'By working over the period of a full day with a select group of the target audience ...we are able to cut through to the essence of required organisational imperatives to take their talent management endeavours to new heights of effectiveness.'

The Stephenson Partnership Pty Ltd who help executives 'free up more air-space in their diaries' and pose the question: 'What if restructuring did not leave any executives in new roles or reporting relationships demotivated...' [thanks to Stephanie Boldeman]

'Our experiences working with senior managers on business strategy, change management, leadership, culture change, people interaction skills and performance management have led to the identification of key competencies that form an effective base for: assessing improvement areas, targeting action ideas and the preparation of development plans for the executive coaching process. These areas where performance improvement is built and maintained we call Performance Arenas.' [Executive Coaching Network](#)

Humanistic? Ingrid Richardson sent in this email exchange where 'Human Synergistics are eager to re-interpret the English language in any which way they like. '

Good morning,

I'd like to suggest that the use of the word 'humanistic' as a descriptor in question one of your "360" degree review survey is very difficult to interpret. As person who does not work in the field of human behaviour I chose to consult the Macquarie dictionary in an attempt to discern what you might mean.

I found that humanist (with the adjective being humanistic) to mean one of the following (according to the Concise Macquarie Dictionary, 3rd edition):

1. a student of human nature or affairs.
2. someone devoted to or versed in humanities.
3. a classical scholar.
4. one of scholars of the Renaissance who pursued and disseminated the understanding of the cultures of ancient Rome and Greece
5. someone who favours the thought and practice of a philosophy based on humanism

Humanism is defined as: 1. any system or mode of thought or action which human rather than spiritual concerns predominate. 2. devotion to the study of humanities

I subsequently rang your office in Sydney to ask what your company's definition or interpretation of 'humanistic' is and I was told: 'encourages or develops other'.

As you can see, it is no wonder that I was confused based on the differing interpretations of the word. I am sure you would prefer your survey to be as clear and easy to understand as possible.



Can I suggest that you use the simple description that was given to me over the phone instead of the term 'humanistic' in future surveys?

Kind regards, Ingrid Richardson

[REPLY](#)

Ingrid

Thank you for your feedback, we do appreciate your points.

One challenge we have always faced is building a tool that is relevant to as many people as possible. One aspect that is always a factor is how people interpret certain words. Whilst this is unfortunate, it is also inevitable given the complexity of the English language.

Our hope is that the vast majority of people will interpret the word as an adjective describing a person who is concerned with people in some sort of way. Perhaps sometimes its easier to think of a person you would not use the word Humanistic about.

Thank you again for your comments.

Kind Regards Matthew

Matthew Croxford
Business Relationship Manager
Human Synergistics Australia
(thanks [Ingrid](#))

'Resolve FM is a single source provider of the management and delivery of a broad range of non-core support services to a wide range of clients across Australia.' [Found by Angela Bell in the Sydney Morning Herald 6/6/05, in the classifieds under "Tenders"](#).

'UCMS Solutions assists organisations to deliver the Customer Experience across their business touch-points and support their Brand. UCMS offers a diverse range of integrated re-engineering and operational services that will focus on transforming the end-to-end processes.' [UCMS Solutions: Australia's only Business Process Parenting \(BPP\) Company \[thanks to Peter G Dellys\]](#)

'Nuffer, Smith, Tucker is a public relations firm, founded in 1974, with expertise in the design and execution of strategies for the future, cultivating supportive stakeholder relationships and fueling the quid pro quo exchange ... Trends intelligence systems help management and boards of directors challenge assumptions, scrutinize organization strategies and facilitate convention breaking thinking by visualizing a broader window of the future world.' [Nuffer, Smith, Tucker Public Relations \[thanks to Mike Durant\]](#)

'Combining the expertise of our industry leading practice partners and associates with our holistic approach and the creation and implementation



of best practice resources, positions JML Australia at the forefront of human capital management in Australia.' [JML Australia \[thanks to Peter Scott\]](#)

'Everyone knows that there are synergies between management systems, the challenge is getting safety at the forefront of integration for better business outcomes.' A conference organised by IQPC Australia who tell us that 'To best address the changing needs of our diverse audience, each office is divided into core industry practices. These divisions leverage a global research base of best practices to produce an unrivalled series of conferences...' [\[thanks to Leanda Coleman\]](#)

'Our wargame specialists design games to reveal operational synergies, accommodate a wide range of scenarios, and explore the role of the latest technologies. Our state-of-the-art wargaming and modeling facilities give senior defense and business executives the ability to test advanced concepts, conduct integrated training, and engage in real-time interactive scenarios, including distributed simulations.' [Booze Allan Hamilton consultants](#)

'We work closely with all our clients to capture business opportunities to capitalise on human talent and system efficiencies. We do this in true partnership with our clients by building long-term relationships to maximise the ongoing effectiveness of change ... We utilize tools such as ECI (Emotional Intelligence Inventory), HBDI, [Results Coaching Model](#) and others to match our clients' needs.' [MTK Konsulting \[Anonymous contribution\]](#)

'Filtering. After "ideation" ideas must be "filtered". This process involves the following steps: strategic alignment with the vision on where to take the company, competitive differentiation, first scan attractiveness of the idea, feasibility organisational capabilities to execute cross-department inclusion, consistency of process, buy-in to output.' [Report provided by consultants Booz Allan Hamilton to 7-Eleven Australia..\[Thanks to Andrew Manning\]](#)

'We see the essence of our work as a virtuous circle of insight, impact, and trust. We continually strive to generate deep insight into what drives value creation and competitive advantage in our clients' businesses and the economy as a whole. We work closely with clients to convert insights into strategies, whose implementation will have a substantial positive impact on performance. Consistently delivering impact earns the trust that is the foundation of lasting relationships. These relationships serve as a platform for still deeper insights and more significant impact.' [Mission statement of Boston Consulting, a company used by the Victorian Department of Education.](#)

'Fortunately, HR staff and hiring managers can help new employees more rapidly "on-board" their talents and produce faster results. On-boarding accelerates a hire's progress by reducing the transition time between his or



her starting date and full productivity.' [Development Dimensions International](#) [thanks to [Stephanie Boldman](#)]

'Work-Life Balance (WLB) means finding a happy balance between work and home life. At Diversity Dimensions we recognise that everyone is different and a good WLB will mean different things to different people ...'

The seminar encompasses:

- strategies to manage diverse personal and career goals
- strategies to assist the launch back into career
- ideas to assist in getting family members in and out the door on a daily basis
- approaches for preparing the family and child for childcare
- an opportunity to acquire first-hand work/life balance skills
- a means of building a knowledge base through the real life experiences of other participants
- practical alternatives on how to efficiently and effectively discharge your obligations to your partner and children while meeting career goals and employment obligations.' [Australia's most innovative work/life practitioners](#) [Diversity Dimensions](#) [thanks to [Anthony Thomas](#)]

'9. Reduce jargon in all knowledge initiatives, documentation and presentation.

10. Ensure relevance of Centre of Excellence construct.'
[Consultant's report, Victorian Government department.](#)

'How do we ensure that our objectives are not just focussed on outcomes, but also direct us to management of processes that deliver outcomes, or even focus on building the capability and knowledge capital of the organisation?'
[QUALCON 2004](#) www.qualcon.com.au

'Training Dynamics is your opportunity to transition to greatness under the guidance of a Master Trainer.

Presented in a logical yet entertaining format the techniques of Neuro Linguistic Programming and Spiral Dynamics will integrate to produce cutting edge aspects of training design and delivery.

Be able to layer and nest exercises for maximum instructional impact.

Extend your stage anchoring and platform skills.'

[Training Dynamics 2004](#)

'The Competitive Advantage of Corporate Social Investment: Developing Effective Corporate Community Engagement Strategies to Drive Business Performance.'

[Conference run by IQPC \(International Quality & Productivity Centre\)](#)