

Capability Statement





HUMANISING BUSINESS FOR BETTER PERFORMANCE

Our mission is to enable high-performance organisations through a people-first approach. We prioritise authentic connections with our clients to understand their needs and goals, delivering tailored solutions that drive transformational change and make a lasting impact.



NSC GROUP –
A WORLD OF
EXPERIENCE &
EXPERTISE

We are management consultants specialising in high performance organisational systems, strategic branding and marketing, research and analytics, and business planning and advice. We have advanced skills in organisational culture development, enterprise leadership and agility, change management, work health & safety, organisational reviews, and human capital management consulting.

We go beyond the theory. Central to our success is our research and analytical skills, as well as on-the-ground experience in design and implementation of evidence-based, data-driven best practice solutions. We know what great solutions look like, how to bring solutions together, and how to support and coach your team to keep them operational.

Nicholson Sheehan Consulting has a successful track record of implementing complex consulting assignments in Australia and overseas. Our consulting team of 12 seasoned management consultants have substantial public and private industry experience particularly in business analysis, mediation and counselling, public entity management, planning and governance, and enterprise and public consultation. We don't deploy junior practitioners to consulting assignments. All of our people are capable of managing consulting projects and are experts in their skill set.

We create specific, bespoke solutions for your business from scratch. Nothing off the shelf but highly cost effective.

Our consultants work directly with your senior team providing them with practical methods to implement the chosen solution. We see the solution through from start to finish.

Creating high-performance cultures and organisational performance systems that drive employee engagement, customer experience, innovation, and profit is our expertise and passion. Designing high performance organisations is critical work because collaborative, engaged workforces deliver high performance outcomes that financial or operational interventions cannot, including 35% increased employee engagement, 20% improved customer experience, 68% increased innovation and 12% more revenue

(Gartner, 2015. Transform Leadership).

Our consulting experience includes working with a range of industries including Local, State and Federal Government; Finance & Banking; Health (private & public); Aviation & Airlines; Education; Community Care enterprises; Mining & Resources; and Hospitality. We have worked with significant organisations in Australia, Asia, the Pacific, Middle East, and Europe to create better outcomes. NSC offices are located in Brisbane, Sydney, and Darwin Australia.



Pat Sheehan

Managing Director

**MBA, GradDipBus, BAppSC, DipT,
CMgr FIML, CAHRI, MRSPI**

Pat Sheehan is the Founder and Managing Director of NSC Group. Pat leads major projects for the Group in high performance systems, business planning and advice.

With more than 30 years of experience in operational and specialist senior executive roles, Pat is responsible for the strategic leadership and direction of the firm. Additionally, Pat heads teams of consultants on complex projects, as well as providing advice and expertise to CEOs and senior executives.

Pat is an author and designer of NSC Group's intellectual property on high performance systems and business planning. He takes a keen interest in helping clients identify opportunities for their success.



Karen Nicholson

Director

**GradDipTourMgt, DipBus,
DipCatMgt**

A specialist in learning and development, and human capital management, with more than 20 years' experience in people management, training, and HR management, Karen has worked throughout the United Kingdom, Europe, Singapore, and Australia.

Karen has facilitated innovative organisational learning and improved human capital performance through cutting-edge learning systems which have advanced client organisations' ability to meet their corporate strategic objectives.

Karen is NSC Group company secretary. With a skill for cutting through complexity and making organisational improvements, Karen supports clients in moving forward, she strengthens and unites the team in the delivery of complex projects.



Scott Bouquet

Strategic Marketing Director

**Master of Marketing, Graduate Certificate of Marketing,
Imperial Executive Program in Digital Marketing & Analytics,
Currently- Master Digital Marketing & AI**

Scott's experience spans marketing, brand development, creative design, and digital marketing. He has worked with market-leading multinationals and professional services firms.

Founder of Ideas Marketing Agency, he delivers research, strategy, workshops, digital marketing, SEO, social media, branding, design, copywriting, and advertising. He is also Principal Management Consultant with NSC Group.

In 2021, Ideas Marketing won Best Professional Branding Agency – NSW. Notable projects: Trump Hotels, Propertybuyer, Noosa Council, Parrot Distilling, Stepz Fitness, Think Pickle, A2B Australia/Cabcharge.

He has held senior roles across Luxury Brands, Consumer Electronics, Telecommunications, and Professional Services.

Gavin Woolley

Principal Consultant
High Performance



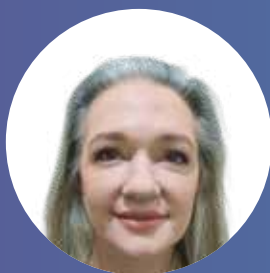
Victoria Harris

Principal Consultant
High Performance



Avril Curtis

Senior Consultant
High Performance



Suzy Jensen

Senior Consultant
High Performance



Errika Meades

Senior Consultant
High Performance



Mel Caldwell

Senior Consultant
High Performance



Jen Petterson

Senior Consultant
WHS & Management



Nicholas Smith

Senior Consultant
Digital Marketing





Research & Analysis

- Corporate research
- Organisational reviews
- Capability studies
- Organisational health checks
- High performance surveys
- Corporate culture surveys
- Specialist surveys



Organisational High Performance

- Organisational transformation
- High performance improvement
- Enterprise Leadership development
- Organisational restructure
- Human capital management consulting



Business Planning

- Business planning process reviews
- Planning capability improvement
- Corporate & strategic planning design
- Specialist planning implementation



Strategic Marketing

- Brand audits
- Market mix & segmentation review
- Competitive positioning
- Customer research
- Product & service innovation



Local Government



State and Federal Government



Health (private & public)



Mining & Resources



Finance & Banking



Community enterprises



Airlines



Transport



Hospitality



Digital Products



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Research is to create new knowledge.

NSC Group deploys our research and analytics expertise to provide clients with deep insight into the organisational condition. Our aim is to create significant client value through our full range of research capability and mixed methods approach. We believe, all data, quantitative and qualitative, is valuable, but not just to provide numbers. Through actionable insights that maintain competitive advantage and create differentiation we grow client value.

NSC Group is a management consultancy with deep capability and experience in research and analytics. We utilise powerful business analysis tools to harvest data and provide detailed insights into any element of your business, corporate culture, customer service and experience, customer preferences, and research topics.

Not satisfied with delivering simple descriptive data to our clients, NSC strives to create quantitative and qualitative data connected images of the subject area which highlights new knowledge and solutions which have direct links to organisational and behavioural change, thereby influencing performance.

The NSC Research and Analytics team have substantial experience in the design, implementation, and analysis of corporate research and the provision of data through advanced analytics packages.

Our research and analytics experience includes:

- Corporate research
- Organisational reviews
- Capability studies
- Organisational health checks
- Market research
- High performance surveys
- Corporate culture surveys
- Customer surveys
- Specialist surveys

Our deep expertise ensures the efficacy of our research designs and analytical reports. Correlational relationships between factors being studied and their environment are often complex and multidimensional. NSC Group strives to explain the presence and impact of these relationships in plain English, as well as providing practical solutions to enable the client to profit from the data and analysis that is now at their disposal.

We utilise authoritative analytical tools to assist our clients:

- Leximancer textual analysis tool
- Sight X surveying & market research platform
- Power BI
- Tableau analytics platform
- Cascade strategy execution platform
- Microsoft Azure management tools



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Authentic, people-centred leaders understand highly effective and sustainable results can only be achieved with people.

Principally, leadership is working with people by encouraging them to join into the effort of performance, whereas management is about doing things to or through people.

High performance is not any one thing, and it is not easy to accomplish. It requires a series of habitual actions to be implemented in a disciplined manner that produces high impact, and focused impacts that can drive major organisational transformation.

To deliver high performance, leaders need to understand the impact of their actions and words. It can be a fine line between gaining employee buy-in and higher performance or switching them off through words and actions.

Central to the NSC High Performance Operating Model™ are the principles of Enterprise Leadership that establish the core of leadership behaviours which nurture and enhances high performance.

- Enterprise-wide thinking
- Live an inspired vision
- Psychological safety
- Authentic, people-centred leader
- Resonate with others
- Customer-centrism

Supported by our deep capability and experience in research and analytics, NSC Group measure the success of high performance assignments through our surveying processes. Not satisfied with delivering simple descriptive data, we have created insightful quantitative and qualitative data imaging of organisational performance and employee engagement which have direct links to organisational and behavioural change, thereby influencing performance.

To achieve an engaged, high performing organisational culture which transforms enterprise performance, NSC Group utilises the High Performance Model™

Our High Performance Model™ consists of five components:

- Agile organisational structure
- High Performance culture
- Enterprise Leadership
- Psychological safe working environment
- High collaborative and open communication

The impact of the operating model is to drive down decision-making to where the work is being done, increase employee engagement, improve the quantity and effectiveness of innovation, and cultivate customer-centrism, which have been found to correlate to and create a high performing organisation.

Happy and satisfied employees happens to be a by-product of high performing organisations. Additionally, retaining top talent in a tight, highly competitive labour market, high levels of employee engagement, and innovation also are by-products of a high performing organisation.

NSC Group have extensive experience in supporting management and human resources teams to create better organisations, systems and processes. Our goal is to transform businesses to be customer-centric, high performing workplaces which deliver exceptional results for all stakeholders.

Our HCM consulting expertise includes:

- Workplace, health & safety
- Performance management systems
- Organisations & Process Reviews
- Leadership Development
- Learning Program Design & Delivery
- Management & Career Consulting
- Psychometric Assessments
- Remuneration Consulting
- Workplace & Industrial Relations

Workplace & Industrial Relations

Workplace and Industrial relations cover a broad range of employment matters such as minimum wages, unfair dismissal, enterprise agreements, disciplinary management, redundancies, hours of work, leave entitlement and other matters relating to employment standards. Workplace and industrial relations have become extremely complex, and navigating the legal issues often requires specialist assistance

One size does not fit all so we will scale with your requirements: The help you need, when you need it, at realistic costs.

We offer a range of different services and work with our clients in the following areas:

- Discipline and termination (including unfair dismissal and adverse action claims)
- Workforce resizing, restructuring and redundancy
- Enterprise agreement making and renewal
- Award compliance and interpretation
- Industrial Disputes
- Contracts of employment
- Mergers and acquisitions

Executive Coaching

Executive coaching is individually customised, specifically for the needs of the professional. Coaches are skilled listeners and ask questions to challenge and direct the professional's focus to potential blocks of performance. Using reality-based goal setting models and following through techniques such as the GROW model, coaches assist executives to focus on performance improvement goals and follow them through to successful implementation.

Management Team Coaching can be a highly effective technique to drive exceptional leadership and strategic performance.

Team coaching involves individual coaching with each member of the management group followed by group coaching to explore strategic strengths, skill gaps, group goals in comparison to individual goals, working relationships, and options for interdependence to cover skill gaps and drive synergies.

Workplace Investigations

A workplace investigation is an impartial information gathering process into complaints of wrongdoing or misconduct made against an employee.

Assessing complaints and performing workplace investigations assists the employer to meet their legal obligations, manage and mitigate a variety of risks, further complaints and disputes which can be a risk to the organisation's effectiveness and efficiency.

It is important that an organisation investigates workplace issues in a thorough manner to avoid potential widespread consequences, including court action. A single issue can develop into an external claim, negative culture, decreased morale, absenteeism, and employee turnover.

Workplace investigations can be critical tools to:

- Manage employee grievances
- Target poor conduct and behaviour
- Manage serious misconduct and determining appropriate disciplinary action



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NSC business planning identifies that simply writing a plan is only the beginning. In fact, most of the work is in the execution.

The success data on business planning paints a dismal picture. Largely planning is a bust. Planning must stop being a thing we do. It must become a consistent, living process that is part of everyone's daily work.

NSC has deep capability and experience in business planning. Through NSC planning methodologies our clients develop executable plans which drive organisational and human performance.

Our Organisational-Human Performance model™ not only makes business plans executable it also gives employee performance management context and connection to daily work activities.

NSC business planning methodologies are the result of detailed contemporary research into planning processes that work.

We utilise planning platforms that make plans executable with seamless tracking and reporting functions.

- easy to understand planning methods
- linking organisational performance to human performance
- flexible planning technology platform
- data-driven decision making
- Powerful dashboards and analytics

NSC is a member of the Cascade Partner Network. Cascade Strategy is an Australian planning tool that enables teams to collaborate on planning execution and critical projects. Cascade supports a broad range of planning formats including:

- Strategy
- Marketing
- Workforce
- Customer service

Supported by NSC Research and Analytics Team, NSC improves your planning journey with powerful, data gathering tools including research, surveying, data analysis, and reporting.

We utilise authoritative analytical tools to assist our clients:

- Leximancer textual analysis tool
- Sight X surveying & market research platform
- Power BI
- Tableau analytics platform
- Cascade strategy execution platform





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Strategic marketing is more than sales!

NSC Group strategic marketing understands that a good plan is necessary but not sufficient to succeed. It takes an in-depth process, passionate and deep commitment to the process, and continual review to ensure the maximum returns and highest levels of customer satisfaction are achieved by an organisation.

NSC Group is home to uniquely skilled and experienced consultants with strong skills in all areas of strategic marketing including brand audits, market research, goal setting, competitor analysis, market share review, product development and marketing distribution, both physical and digital.

Most importantly, by working through our multi-step process we assist you to increase current customer satisfaction, attract new customers, improve communications, drive revenue and provide the sturdy foundation required to guide all members of the organisation on a consistent journey to success and enhanced profitability.

NSC Group will assist to build a competitive advantage and maximise opportunities to develop products and services that deliver both customer value and high profit potential.

Our strategic marketing process can include some or all of the following depending on your organisational needs:

- Brand audit
- Guided review of organisation mission, vision, and values
- Redefine or develop goals and objectives
- Market mix review and subsequent segmentation
- Target audience review and associated buying personas
- Competitive positioning
- Internal and external customer research
- Organisational messaging and communications
- Innovation product/service development
- Tactical marketing plans per segment, target, or timeframe

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Our branding & creative partner is award winning brand & marketing agency.
www.ideasmarketing.com.au





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Welcome to
the Academy

NSC Academy strives to bring the best-in-class learning to our clients. We create and deliver exceptional learning experiences utilising deep expertise in adult learning and a blended learning approach.

Central to our unique learning experiences is NSC Group's Research + Analytics division which gathers and analyses quantitative and qualitative data, enriching the learning. Our expertise in psychometrics and analytics enables us to blend these highly insightful tools into the learning thereby amplifying the experience and knowledge acquisition.

NSC Academy offers learning packages which may be white labelled and used as in-house programs or may be specifically customised to client specifications and delivered by NSC Group expert learning consultants.

NSC Academy offers a range of programs and delivery methods:

Enterprise Leaders' Program®

This program is a powerful, comprehensive leadership methodology which creates authentic, people-centred leaders. Used within NSC Group's High Performance Model™, Enterprise Leaders' Program encourages and nurtures employee engagement and organisational high performance. The learner enters into a hybrid experience of learning and doing supported by formal learning sessions, personal experimentation of techniques, and individual coaching. This approach to leadership development is designed to significantly increase the likelihood of learning success and development of a proven leadership model that delivers engaged employees and higher performance.

Executive Leaders' Development

Utilising the power of executive coaching, the Executive Leaders' Program is a performance driven process, designed to improve the professional's on-the-job performance by challenging perceptions, values and methodologies. Executive development is individually customised, specifically to the needs of the professional. Using reality-based goal setting models and follow through techniques such as the GROW model, coaches assist executives to focus on performance improvement goals and follow them through to successful implementation.

Customised Learning

NSC Academy utilising an array of psychometrics and diagnostic tools can customise learning on a range of topics to meet the client's learning needs.

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We go beyond the theory. Central to our success is our research and analytical skills, as well as on-the-ground experience in design and implementation of evidence-based, data-driven best practice solutions. We know what great solutions look like, how to bring solutions together, and how to support and coach your team to keep them operational.





City of Darwin

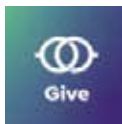
City of Darwin have been on a two-year journey with NSC Group to establish and embed a culture of Enterprise Leadership at City of Darwin.

By establishing an agile organisational structure; encouraging collaboration, communication, and cooperation in all our endeavours; and instilling a practice of people-centred leadership, we have seen an outstanding increase in employee engagement.

Results from a recent employee survey show a significant turn-around in our people's connection to our strategic direction and that, as an organisation, we have a better understanding of how important each and every one of our jobs are in driving City of Darwin's success.

It has been incredibly rewarding to see the positive progress we have made in partnership with NSC Group in becoming a workplace that develops its people and operates within a cultural context of enterprise leadership and high performance.

City of Darwin Chief Executive Officer Simone Saunders



Give Industries

We were lucky to receive Business Coaching sessions from Pat [Patrick Sheehan Managing Director NSC Group] at a pivotal time for Give Industries. Pat displayed a genuine interest in our profit-for-purpose model and shared his wealth of experience with the aim to scale up our business.

We have applied a number of Pat's recommendations in our daily business practices, from HR policy, strategic planning, and agile management concepts. And all these recommendations proved very valuable as we sustained strong growth and are in the process of further scaling up our operations.

We recommend Pat [NSC Group] to any organisation seeking a highly skilled consultant in organisational and leadership development and employee engagement.

Jeremy Canard Director Give Industries



Scoot

Scoot has been working with Tanderra Consulting [NSC Group subsidiary in Singapore], initially on recruitment assessment centres for cabin crew. Based on an excellent experience we have since engaged them to further refine our recruitment tests and also develop state-of-the-art performance management systems. We have been impressed with Tanderra's professionalism and capabilities, and I highly recommend their services.

Campbell Wilson CEO Scoot



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Policies

NSC Group apply our policies to everything we do to ensure our services are always of the highest standard.

Our policies include:

- Environmental & Sustainability Policy
- Privacy Policy
- Quality Policy
- Work, Health & Safety Policy
- Voluntary Statement for the Prevention of & Reporting of Modern Slavery

Insurances

NSC Group hold certificates of currency for:

- Professional Indemnity Insurance
- Public Liability Insurance
- Workers' Compensation Insurance

Accreditations



LB306 Marketing Media Print Services & Promo Services
LB309 Business Management & Consulting Services
LB327 Training Services
LB328 People & Wellbeing Services (Human Resources)



HR – Perm, Temp Placements & Services (LGP808-4)



Australian Council for Educational Research

Work personality & Preferences Assessments
Emotional Quotient Inventory 2.0 (EQ-i 2.0)
Leadership Judgement Indicator 2 (LJI-2)
Mathematical, Comprehension, & Abstract Reasoning Assessments
Customer Service & Sales Aptitude Assessments

Asssociations



Australian Council for Educational Research

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