

# Mind The Gap Consulting

Value Proposition  
2024

**MIND  
THE  
GAP**  
CONSULTING

# About Us

Mind The Gap Consulting exists to solve critical capability challenges impacting their People, Teams and Organisations to enable growth opportunities and become an employer of choice.

We provide a broad range of Learning and Organisational Development consulting services to help workplaces and individuals facilitate change, achieve their vision and optimise performance.

We are committed to pushing boundaries, challenging assumptions, and exploring new ways of connecting by partnering with organisations, leaders and teams to design and deliver effective workplace interventions and programs to future proof workforces for a better working world.

Head Office: Floor 3, Customs House, 13 Alfred Street, Circular Quay, Sydney, NSW 2000.

Established: 2018

Employees and Associates: 12



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## Vision

We enable workforces to activate our full potential and create a better life for a better working world.



## Purpose

We partner with organisations, leaders and teams to elevate customer, business and people outcomes and transform the employee experience.



## Values

Connection  
Curiosity  
Integrity  
Authenticity  
Excellence  
Growth



# Accomplishments

We were recently successful in winning six Diamond Awards at the international 2023 LearnX Awards. The LearnX awards acknowledge industry-leading learning, talent and skills development across various industries.



Best Induction /  
Onboarding



Best Learning &  
Development



Best eLearning  
Project



Best Technical  
Skills Training



Best Custom /  
Bespoke Learning



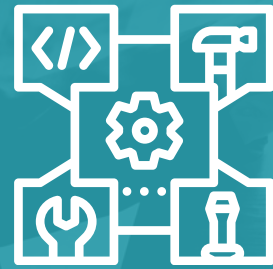
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# Our Services

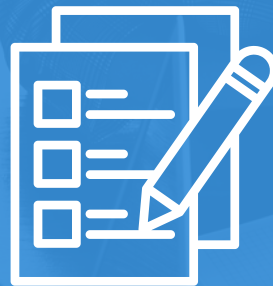
## Capability and Skills Advisory



INDUSTRY  
BENCHMARKING  
AND SKILLS  
AUDIT



CO-DESIGN  
CORE, EMERGING  
AND FUTURE  
SKILLS  
FRAMEWORKS



CAPABILITY  
REVIEW  
AND/OR  
ASSESSMENT  
FOR CRITICAL  
WORKFORCE  
SEGMENTS



RISK BASED  
TRAINING  
NEEDS  
ANALYSIS  
(RBTNA) AND  
'HEAT MAP'  
DASHBOARDS



SKILL AND  
MOTIVATION 'GAP'  
ANALYTICS AND  
INSIGHTS AT  
ORGANISATIONAL,  
TEAM AND  
INDIVIDUAL LEVELS

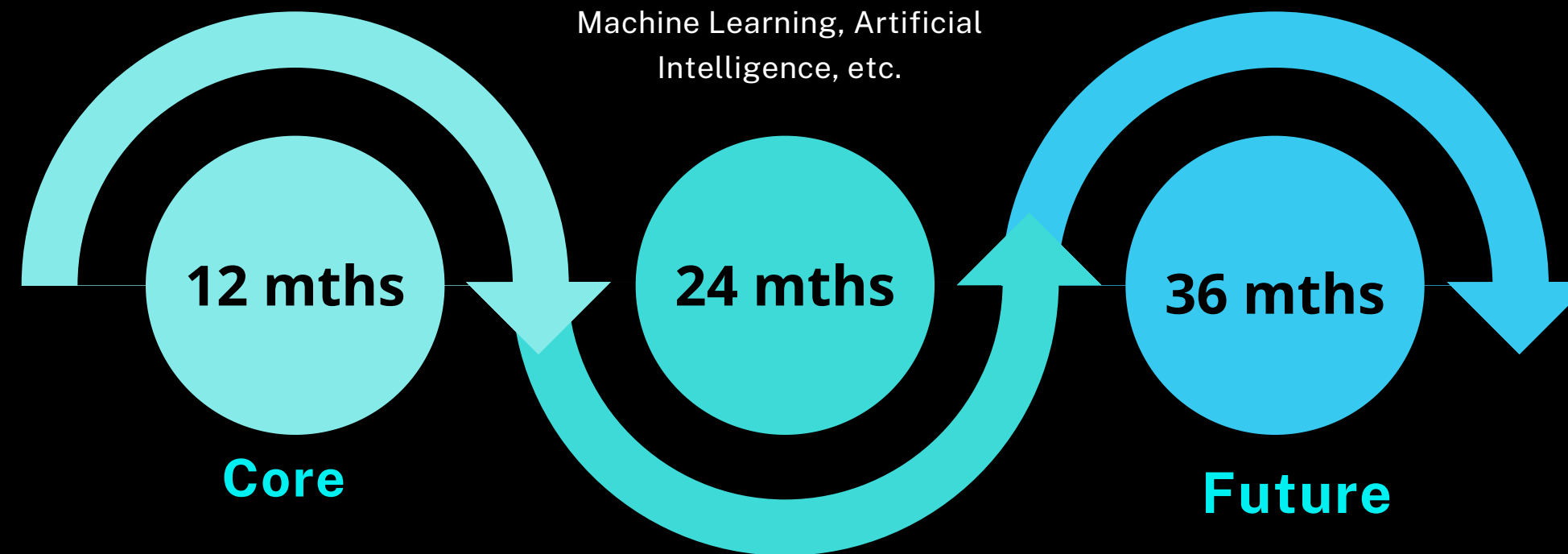


COMPETENCY  
MANAGEMENT  
SYSTEMS  
(CMS)

# Our Methodology

## Emerging

Skills, Knowledge and Behaviours to support achievement of strategic objectives i.e. Data Analytics, Digital Marketing, Customer Insights, Machine Learning, Artificial Intelligence, etc.



12 mths

**Core**

Skills, Knowledge and Behaviours to support achievement of operational priorities i.e. Leadership, Technical, Project Management, Sales and Customer Service, Process and Systems, Compliance, Wellbeing, etc.

24 mths

**Emerging**

Skills, Knowledge and Behaviours to support achievement of strategic objectives i.e. Data Analytics, Digital Marketing, Customer Insights, Machine Learning, Artificial Intelligence, etc.

36 mths

**Future**

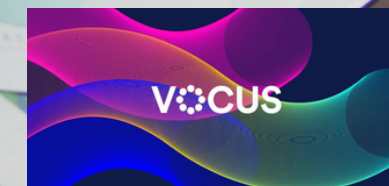
Pivotal roles and capabilities required to meet long-term strategic / transformation requirements to future proof the workforce

# Case Study Review

Client: Vocus Group

Date: March - June 2022

Capability Solution: Skills Growth Indicator (Capability Review)



# Capability Review



## Business Problem

\$80m capital investment over 3 years in a cloud based network infrastructure to transform the customer experience presented a unique opportunity to determine the right skills and capabilities required to meet migration targets. New technology required the workforce to have very different skills and capabilities with Executives having mixed views on the requirement and availability of people capabilities required for the future (internal supply). Retention and attrition of critical talent was also escalating, driven by limited opportunities for career and growth development.



## Solution

Co-create a Future Capabilities Framework and conduct a full capability review across Infrastructure & Operations (I&O) to determine proficiency strengths, development opportunities, motivation and workforce 'gaps' to influence workforce Build, Buy and Borrow decisions, Baseline Organisational, Leadership and Technical capability areas and curate development opportunities for anywhere and anytime learning. Design Career Path and Competency Assessment tool (Skills Growth Indicator) to address attraction and attraction challenges to support a 'Great Place to Work'.



## Benefits

- Customer migration targets met
- Increase in employee engagement
- Decrease in attrition of critical talent with relevant anywhere and anytime learning options and career plan tools available
- Divisional, team and individual proficiency 'gap' results to inform capability Build, Buy and Borrow workforce decisions
- Targeted and meaningful individual development plans
- Established an 'I&O Academy' as a capability building Centres of Excellence
- 61% of Managers completed a supervisor assessment (validate results)



# Business Results and Impact

# BUSINESS RESULTS AND IMPACT



**\$427k**

SAVED FROM DIRECT HIRING  
BASED ON IMPROVED  
ATTRITION RATE

**+8%**

OVERALL INCREASE IN  
EMPLOYEE ENGAGEMENT  
(2022 RESULTS)\*

**\$272**

ROI PER EMPLOYEE

**1,200+**

COURSES MADE AVAILABLE  
FOR ANYWHERE ANYTIME  
LEARNING TO ADDRESS THE  
IDENTIFIED SKILL 'GAPS' FOR  
TARGETED IDPS

**+11.4%**

OVERALL INCREASE IN  
'MASTERY' ENGAGEMENT  
SCORE \*

**91%**

OF WORKFORCE  
SUCCESSFULLY  
BASELINED (SELF-  
ASSESSMENT)

\*Rolling 12month Average

Do it.  
Own it.  
Love it. ★★★★★

"We launched an ambitious transformation program and we wanted to understand our current bench strength, skills we require in the future and how we could help our people get there. Mind The Gap provided an integral development framework to align to quarterly check-ins, career aspirations with concrete upskilling. We've seen an uplift in employee engagement, eNPS and retention and would highly recommend Mind The Gap."

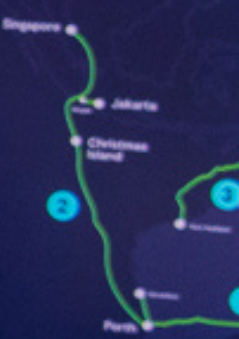
★★★★★  
I would like to recognise Mind The Gap and the wonderful outcomes the team has delivered over the past few years. Sam and the Mind the Gap team have helped raise overall engagement, lower attrition and map out a Career Pathway Guide (which has been heavily utilised) to name a success stories. I find Sam really easy to work with, focused on great outcomes and pragmatic in his approach. I encourage other people to see how Sam can help your company to focus on your greatest asset - your people.

★★★★★  
"Mind The Gap helped us to identify and assess the current skills of our global workforce and design a learning tool to progress the L&D posture of our employees so that we could keep track of our progress for the skills we need for the future. It was important the solution could be customised to our vision, strategy and values and also easy to implement and use. I highly recommend as they are absolutely worth the investment."

★★★★★  
"We operate in an environment where digitisation and new technologies are constantly changing the way we work and our customer's expectations of us. The SGI tool by Mind The Gap assisted us to identify the skills we required for our continued success. We use the tool to help identify strengths, interests and targeted opportunities for development with a meaningful conversation between employees and managers."

### Fibre infrastructure is our core asset

- 1 Australian Inter-capital network - 16,400km
  - One of Australia's largest national fibre networks
  - Combined with ASC, provides single operator assured services between Asia and East Coast Australia
- 2 Australia Singapore Cable (ASC) - 4,600km
  - New high capacity route to Asia (and onto Europe) replacing ageing and unreliable SeaMeWe3 system
  - Strong growth expected as internet traffic swings to the West
- 3 North West Cable System (NWCS) - 2,100km
  - Connecting offshore oil and gas facilities in the Timor Sea, between Port Hedland and Darwin
  - No other submarine cable in this region
- 4 Australian metro network - 5,500 buildings on net
  - Good coverage in major CBDs
- 5 New Zealand network - 4,200km
  - Uniquely positioned to maximise further Trans-Tasman opportunities across enterprise market segment



# Recent Client Engagements



## Contact Us

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[mindthe-gap.com](http://mindthe-gap.com)

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