

# 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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THE  
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CONSULTING



## 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



Best Content  
Curation

# Our Services

## Leadership and Team Development



HIGH  
PERFORMANCE  
TEAM (HPT)  
PROGRAMS



FIVE  
BEHAVIOURS  
TEAM  
ASSESSMENT  
(PATRICK  
LENCIONI)



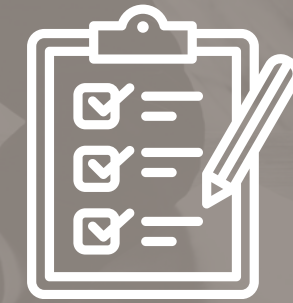
WHOLE BRAIN  
THINKING®  
(HBDI), DISC®,  
LIFE STYLES  
INVENTORY AND  
HOGAN  
LEADERSHIP AND  
TEAM  
WORKSHOPS



PROGRAM CO-  
DESIGN,  
DELIVERY AND  
FACILITATION



EVIDENCE  
BASED AND BEST  
PRACTICE  
METHODOLOGY  
TO SUSTAIN  
BEHAVIOUR  
CHANGE



PRE AND POST  
WORKSHOP  
EVALUATION,  
REPORTING AND  
FOLLOW-UP TO  
ELEVATE  
CUSTOMER,  
BUSINESS AND  
PEOPLE OUTCOMES

# High Performance Teams (HPT) Program

## Program Overview

High Performance Teams is a suite of core learning modules, designed for a practical and highly engaging experience, using evidence based activities, to challenge and support leaders and teams to sustain High Performance over time, aligned to strategic priorities.

Each HPT module can be completed in any order to build; connection, trust, psychological safety and self-awareness to elevate customer, business and people outcomes.

## Delivery Options

1/2 Day Face-to-Face Workshop

2.5 Hours Virtual Workshop

Core learning modules are delivered 6-8 weeks apart to allow sufficient time to apply knowledge, practice on the job and change habits with pre and post workshop activities using a digital Participant Workbook.

Pricing is tailored to the specific requirements of each customer based on individual and team needs and size.

## HPT PROGRAM CORE MODULES



# High Performance Teams (HPT) Module Summary

## SELF-AWARENESS AND FORMING A TEAM

- Build greater awareness of your own thinking style preference to improve individual and team performance
- Gain appreciation of the thinking style preferences of your team members
- Understand how to get the best out of you and others in the work you do
- Identify communication strategies to work more effectively with your team members

## WELLBEING MATTERS

- Understand the physical and psychological responses in the new world of work
- Identify the home and workplace triggers and causes of stress
- Create a Wellbeing Plan to address risk areas to improve and sustain wellbeing
- Practice evidence based strategies to build resilience to allow you to thrive and flourish

## GROWTH AND DEVELOPMENT

- Build awareness of mindset and strengths for growth and development
- Identify individual values and a meaningful purpose statement to allow you to thrive
- Increase skills to develop a self-directed and empowered learning journey
- Establish individual and team development goals to unleash your potential

## BUILDING TRUST UNDER PRESSURE

- Earn credibility and build trust to enable a high performing team
- Create and sustain a wide network of effective relationships
- Defuse emotional and highly-charged situations
- Maintain a positive work environment and remain focussed on key priorities

## GIVING AND RECEIVING FEEDBACK

- Define the purpose of feedback
- Identify what holds you back from giving feedback
- Revise feedback to include the characteristics of effective feedback
- Give clear, constructive, behavioural focused feedback in a supportive manner to enable a high performing team

## MANAGING CONFLICT EFFECTIVELY

- Identify and assess conflict situations while anticipating the signs, stages and possible causes of conflict
- Clarify the factors and issues relevant to conflict while exploring possible resolutions using appropriate communication techniques
- Conduct conflict resolution meetings with involved parties and know when to refer to mediation or counselling processes
- Record and use lessons learnt to sustain a high performing team

## MULTIPLE PERSPECTIVES

- Enhance skills and confidence in taking different perspectives with empathy
- Increase awareness of triggers that inform responses in challenging conversations
- Build self-awareness around style, biases, perspectives and preferences
- Increase awareness of coaching moments
- Enhance skills and confidence to engage in challenging conversations to build a high performing team

## ADDITIONAL MODULES

Supplementary modules are available to address team friction and frustration, impeding high performance:

- Team Operating Foundations
- Purpose, Meaning and Values Alignment
- Having Difficult Conversations
- Sustaining Resilience Through Change
- Coaching Skills in Practice
- High Performance Everyday

# Case Study Review

Client: Transport for NSW  
Date: August 2021 - July 2022  
High Performing Teams (HPT) Program





# High Performing Teams Program



## Business Problem

Transport for NSW is delivering an unprecedented \$72.2b investment into a truly game-changing Future Transport strategy across NSW. The nation's largest ever infrastructure program has resulted in a complete organisational redesign of the Transport Cluster with new Branch's and Leadership teams coming together for the first time, resulting in a number of operational, strategic and psychosocial risks. 600 team members with a diversity of skills, mindsets, strengths, beliefs and experiences across two teams required immediate support to help the team be effective and reach high performance as quick as possible.



## Solution

Mind The Gap partnered with the Technology and Innovation (TEI) and Customer Systems & Operations (CSO) branches to design a phased approach to building individual, team and leadership effectiveness for newly formed teams across the Customer, Service and Technology (CST) division. Mind The Gap facilitated five High Performance Teams (HPT) modules (Vision, Purpose and Values, Self-Awareness and Forming a Team, Sustaining Resilience Through Change, Growth and Development and Multiple Perspectives) to fast track high performance, set team members and leaders up for success and support a 'Best Place to Work'.



## Benefits

- Fast track team effectiveness (Form, Norm, Storm, Perform) and high performance over an 12month period
- Built trust, clarity, self-awareness and alignment to enable delivery of complex and high profile programmes
- Increased levels of; connection, alignment, cohesion, engagement, retention and overall productivity
- Decreased attrition of key talent in a labour short market
- Transparency and open communication across both the leadership and individual teams
- Greater understanding and awareness of self and others in forming positive relationships for a high performing team.

# Business Results and Impact



# BUSINESS RESULTS AND IMPACT



**543**

LEADERS AND TEAM MEMBERS  
COMPLETED THE PROGRAM

**\$5.9m**

SAVED IF EVERY  
PARTICIPANT HAD ONLY  
ONE CRUCIAL  
CONVERSATION RATHER  
THAN ABONDONING

**\$779**

ROI PER EMPLOYEE

**+11%**

INCREASE IN 'GRIEVANCE  
HANDLING' PMES  
ENGAGEMENT  
RESULTS (2022)

**+5**

INCREASE IN 'JOB  
SATISFACTION' PMES  
ENGAGEMENT RESULTS (2022)

**+8**

INCREASE IN 'TEAMWORK AND  
COLLABORATION' PMES ENGAGEMENT  
RESULTS (2022)

# BUSINESS RESULTS AND IMPACT



Transport  
for NSW



**100%**

PARTICIPANTS AGREE THE PROGRAM HELPED TO IMPROVE OVERALL ENGAGEMENT AND PERFORMANCE

**95%**

AVERAGE OVERALL FACILITATOR SCORE†

**87%**

OF PARTICIPANTS ARE HAPPY TO RECOMMEND US TO A COLLEAGUE OR FRIEND

**99**

WORKSHOPS COMPLETED OVER A 12MONTH PERIOD



"Having managed to have a face-to-face workshop with my whole team was invaluable. Level of engagement, attention and team benefits were really high. It was definitely a moment that mattered and resulted in a great outcome."

**HPT Program Participant**



"It was invaluable to be in the room with the team to learn about their challenges and how they view and solve their issues. Personally I learned a number of new tips and tricks that I will continue to review through my career."

**HPT Program Participant**



"Improved my people skills and enhanced my ability to effectively collaborate. Now consider and account for differing view points and perspectives from individuals which helps with problem solving and managing conflict. I've gained a better understanding on how to deal with and accept that there are always going to be changes within the workplace and in life."

**HPT Program Participant**



"I have learned a number of things but what stuck in my mind was how your current mindset can have a significant impact to your behaviour and thought process. I did enjoy the last session as this was also face to face. Thank you again Sam for an amazing session, you are a great facilitator that I have had over the years I have been within Transport."

**HPT Program Participant**



"Personally I have gained an increased self-understanding and greater insight into how to deal with my colleagues. It was interesting to see other's reactions to a new way of leading. Great to have more personal / team development training made available."

**HPT Program Participant**



"Really enjoyed this session, there was a wide range of people in the workshop ranging from people who have worked few months to 30+ years. It was great to meet some of them and get a understanding of what they do. The overall program helped me to obtain a better understanding of my colleagues and the broader team; clarity on the goals and values of CSO branch; helpful tools to work more effectively"

**HPT Program Participant**



"The HPT program has helped me to realise my inner skills that enable me to be competent in my leadership role. It has helped me recognise the challenges of the team and to effectively fix them. Learning about the thinking styles of my colleagues as well as my own leaders has contributed to be more effective as a manager".

**HPT Program Participant**



"I've gained a better understanding of why people have different styles and approaches to work and that this is okay. Now that I have this understanding I am able to work more efficiently myself rather than stressing or worrying why someone is doing something the way they are or reacting a certain way. I also understand my own work style better and am able to use this to my advantage."

**HPT Program Participant**



"I obtained key insights to the attributes that enable the framework for successful working teams. I now try to think from others' perspective and consider that not everyone think the same way. My manager will be surprised at my behaviour going forward."

**HPT Program Participant**



"Noticeable changes in the team after the Growth mindset session. Was really good. would be good to get a few tips on how to incorporate the learnings as a manager post the sessions - but with everyone having done it in different sessions I'm not sure how to bring it all back to what we do as a team.."

**HPT Program Participant**



"Many thanks to Sam for running the sessions I really enjoyed the classroom led session especially - after we did a number remotely due to covid. Would certainly attend other sessions if they became available."

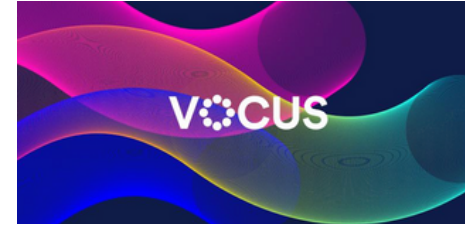
**HPT Program Participant**



"Thanks Sam, I thought you did a great job and were the right person at the right time to help us get through this transformation."

**HPT Program Participant**

# Recent Client Engagements



## Contact Us

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