

Dalmau Consulting

Capability Statement



Companions and guides to leaders and people within complex organizations

A group of highly experienced and competent professionals who bring their skills and expertise to all management levels to make a visible and tangible difference to the performance and sustainability of organizations and to the experience of people within them. Our people are specialists in the strategic planning, systems analysis, leadership, management, organization development, coaching, safety, change, employee participation, cross-cultural dynamics and interpersonal communication fields. We stand apart in that we will give our clients the actual skills they need to improve. We give the 'how' in practical and pragmatic ways.



CAPABILITIES



We give people strategies to improve the way they engage others and respond to situations in their work and in their own lives ...

- Increase performance and sustainability
- Increase organizational capacity
- Increase and enhance individual capabilities
- Stimulate positive change in organizations
- Resolve differences
- Align together around solutions and pathways

DIAGNOSIS and DESIGN

Often a problem that is misunderstood results in a solution that is costly, time-consuming and neither effective or sufficient. We help leaders, managers and teams get to the nub of an issue, see it from a number of different and useful perspectives and map out a pathway to resolution.



We set our sights on outcomes and on designing solutions - a hallmark throughout our life as a consulting company, and we assist clients in planning, engagement, coordination and execution of solutions they generate with us.

STRATEGIC PLANNING and RE-DESIGN

Taking a whole-of-systems view and using the most up-to-date models of assessment, scenario

planning, and data analysis can provide key decisions makers with an enhanced strategic level of insight to support long range decision making and planning. We employ a range of methods to support key decisions makers in strategic decision making in a variety of field, including mining, health, transport, professional services and the telecom sector.

We provide close support and advice to executives of large systems in long-range thinking and decision-making.

COMPLEX PROBLEMS: PROCESS and FACILITATION

Problems are more complex than often first thought. The best efforts by clients to tackle them using straight forward approaches sometimes, to their dismay, compound the problem: especially when the issue involves people's feelings, politics, vested interests, opposing cultures, stakeholders at a distance who cannot be influenced easily, to name a few.

We have developed many different and profoundly useful ways to get at such complex issues in order to help leaders reduce and focus them to manageable and realistic outcomes.

SAFETY LEADERSHIP

Deploying the right and proper safeguards, processes and systems is the first small step on

the road to creating a harm-free and care-filled work environment. The tough work is the hearts, minds, beliefs and behaviors of the workforce. We have over 20 years outstanding success in developing deep sustainable safety leadership and safety environments across a range of sectors, including transport, mining, brewing, steel manufacturing and public infrastructure.

In every case we have helped the client achieve world class performance in creating incident free work environments.

SEARCH, PLACEMENT and ADVICE

The angst of the gap between expectation and reality when using a search firm or recruitment company to fill senior positions is an all too common experience. We are experts at closing this gap

through careful, tailored and focused management of search processes through a network of partner companies. Our value add arises from the in-depth precise knowledge of the client's needs and our focused and comprehensive

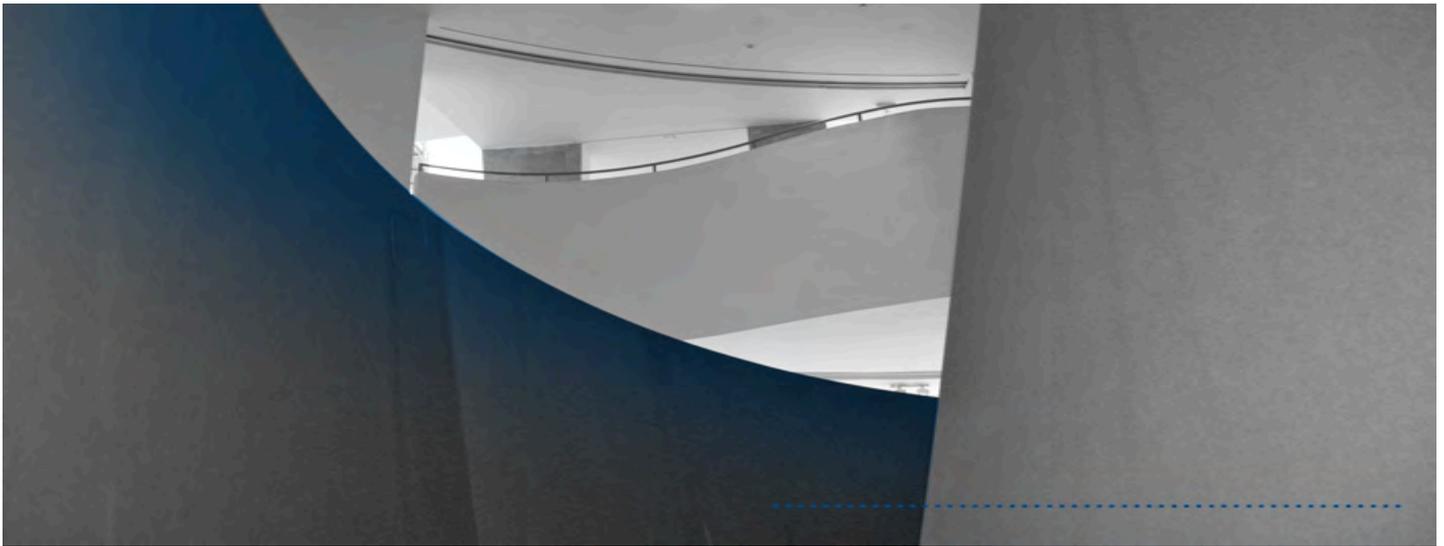
INDIVIDUAL and TEAM ASSESSMENT

All selection of people and teams for tasks and challenges before them is really an exercise in minimizing the chance of error.

We have built an extraordinarily effective mix of tools, frameworks and intuitions over 35 years of consulting to help Boards and senior executives drastically reduce their chance of error in judging the suitability and capability of people for particular roles and challenges in front of them.

Feedback is the
breakfast of champions
Judith De Lozier





assessment of candidates.

We specialize in Board and senior executive positions.

LEADERSHIP DEVELOPMENT

Whenever anyone does anything that increases the effectiveness of a group then leadership has been exercised.

Over 35 years Dalmau Consulting has developed world- class leadership development programs and initiatives for clients throughout the world.

Each is designed individually for the particular needs of the client, and each guarantees

that the knowledge, strategies and skills developed in the participants will be both retained and used long into the future. Our track record speaks for itself, our leadership development programs return or exceed their cost within 2 accounting periods.

COMMUNICATION SKILLS

Our approach to training and developing communication skills is strongly influenced by the work of Michael Grinder and Bob Dick. It also draws on work of Chris Argyris and Donald Schon and the science and art of neuro-linguistic programming.

Our strengths is to focus on the non-verbal and behavioral aspects of communication. We

cover a range of micro behaviors and processes

- Visual, Auditory, Kinesthetic, and Breathing: the basic building blocks of all communication
- Interrupting destructive self- fulfilling prophecies
- Confronting discrepancies between what we say and what we do
- Calibration and anchoring
- Observation and feedback

Video feedback is the fundamental tool we use to help people see and hear how others see them when they are interacting. Our systems embed ongoing skill practice - essential to forming new communication habits.



TEAM

DEVELOPMENT

We have 35 years of experience in helping groups and teams be the best they can be. We draw on a range of approaches to help teams to

- Achieve outstanding results
- Get aligned around agree pathways of action
- Resolve difficulties within them between individuals
- Clarify goals

- Find ways to clarify outcomes
- Develop realistic and achievable plans
- Create ways of working together that allow them to excel and be safe

COACHING

Today's world requires fundamentally different ways of perceiving, thinking, leading and living. Executive coaching has emerged as a critical tool for supporting leaders with these challenges, allowing individuals to be the very best they can be.

Coaching is really a partnership that works through the power and trust of the relationship.

A one-on-one process aimed at facilitating an individual to enhance their effectiveness and fulfillment as a leader and as a person: our approach draws on 35 years experience combined with methodologies from systems thinking, organizational psychology, and neuro-linguistic programming



Our Approach

Our work is driven by these eight key priorities

RELATIONSHIPS Close, enduring relationships with clients

NEW PERSPECTIVES Helping the client see the whole picture from different perspectives

BESPOKE APPROACHES tailored to the unique needs of each organization and each group of people

SHARING OUR KNOWLEDGE AND EXPERIENCE of human behavior in complex organizations across many countries and many settings

COLLABORATION Work collaboratively in partnership with clients to achieve sustainable and committed change

TRANSFER Helping clients do for themselves what they originally needed our help with

VALUE ADD making a real difference in the profitability or effectiveness of service, lived experience, and sustainability of human enterprise

ALIGNMENT AND SHARED ACTION with the client and among the people we serve as the basis for delivering sustainable results



Fields of Endeavor

Our work has focused in the following sectors

- Resources industries
- Healthcare
- Financial services
- Construction
- Transport
- Infrastructure
- Manufacturing
- Mining
- Oil and gas
- Banking
- Telecommunications
- Supply chain logistics

- International shipping
- Education
- International shipping management
- Community development
- Military and police
- Government planning and policy
- NGO's

We tend to work with

- Board members
- CEOs
- Senior executives
- Diplomats
- Government leaders
- Professional service experts

- Top teams
- Managers
- Supervisors

We have been honored to work in many different settings, including

- Australia
- USA
- China
- Many different parts of Europe
- UK
- South America
- South Africa
- Canada
- New Zealand
- South-east Asia

Our People



Tim Dalmau



Tim's expertise and experience covers ..

- Strategic and large scale planning
- Strategic analysis of organization functioning
- Executive coaching
- Alignment & engagement
- Development of systems, cultural change processes
- Leadership training, development, & facilitation

Cathy Taylor



Cathy's expertise and experience covers ..

- Interpersonal and communication skills training
- Group dynamics
- Executive coaching
- Leadership development
- Facilitation
- Neuro-linguistic Programming
- Personality type theory
- Micro skill development

Jill Tideman



Jill's expertise and experience covers ..

- Change processes,
- Strategic planning
- Strategic planning and facilitation,
- Executive coaching,
- Team development,
- Leadership development,
- Community engagement,
- Personality type theory,
- Micro skill development

Our People



Steve Zuieback



Steve's expertise and experience covers ..

- Strategic change
- Executive coaching
- Community and organization development
- Facilitation skills and processes

Michael Grinder



Michael's expertise and experience covers ..

- Precision communication
- Group dynamics
- Executive coaching
- Observation feedback coaching
- Non-verbal communication and leadership
- Presentation skills

David Hood



David's expertise and experience covers ..

- Design and engineering of sustainable built environments
- Building blue economy enterprises
- Strategic design
- Asset management

Our contacts

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