

On the Table Consulting



Dialogue for relationships and agreement



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and agreements.

Kylie Head
On the Table Consulting
P.O.Box 101813 North Shore Mail Centre
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On the Table Consulting

Partnering change toward communicated excellence

Consultants in Organisational Development, Executive Coaching and Workplace Communication; On the Table Consulting works with Managing Directors, Country Managers and other key leaders of organisations to ensure their strategic change initiatives and improvement efforts add value, show a significant return on investment and are sustainable over time.

A management consultancy with over twenty years of corporate experience, On the Table Consulting has worked extensively with leaders on how to shift their organisations' practices, processes and cultures to successfully align with their companies' business strategies.

We help Leaders to:

- Architect their platform and design a roadmap for change.
- Develop and deliver powerful communication and buy in strategies.
- Create the climate for strategic and cultural shifts to occur successfully.
- Energise, engage and enable employees to contribute effectively.
- Increase momentum by removing blocks and barriers to progress.



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Areas of Expertise

- ➔ Change Management
- ➔ Leadership Development
- ➔ Organisational Alignment
- ➔ Performance Management
- ➔ Workplace Communication
- ➔ Teambuilding
- ➔ Process Improvement
- ➔ Customer Centricity
- ➔ Rapid, Targeted Needs Assessment
- ➔ Executive and Life Coaching
- ➔ Retention and Morale Building
- ➔ Action Learning



On the Table Consulting

Our Approach

Whether On the Table Consulting is engaged at the beginning of the planning process or intervenes in an existing effort, we work from a position of flexibility and partnership with our clients. Our skill set is broad and deep, built over decades of experience.

We apply time tested time-tested organisation principals and know not only what works, but why it works.

There is no one way to plan and implement strategic and organisational change. Experience with a broad base of client systems, coupled with our depth and breadth of knowledge in change management and leadership development, allows us to be creative and flexible in our approach.

On the Table Consulting helps leaders and organisations develop customised ways of navigating change and addresses their specific challenges and business environments.

Our collaborative efforts with our clients ensure the best, most effective solutions and plans are devised and implemented effectively to meet their current challenges.

On the Table Consulting believes extraordinary leadership is a distinct competitive advantage and critical to leading significant change efforts and cultural shifts. We work closely with senior management to ensure they possess the character, skill, courage and commitment necessary to carry out their roles as change champions and as a unified team employees respect and trust.



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On the Table Consulting

Ongoing Services

Retaining ongoing consulting services ensures your efforts are effective and consistent, sustaining focus, energy and momentum over time.

Designing and Executing Large Scale Change

More and more companies are changing their global strategies and cultures to meet the ever changing and demanding needs of their customers and the challenge of increasing market competition. This means sweeping changes in organisational mindset, practices, processes and behaviours. We provide expertise, knowledge and experience to help leaders and their employees navigate the change process and we are with you each step of the way; at the beginning, the middle and ongoing.

Aligning Strategy and Team Performance

Today, more than ever before senior teams must sustain alignment in strategy, expectations, practices and behaviours to deal successfully with business challenges. We work with senior teams to:

- Create and align strategy maps to meet business goals for each department.
- Ensure integration of strategy and performance management.
- Shift daily activities to demonstrate strategy focused, value added efforts.
- Develop a powerful plan for execution of consistent successful team performance.
- Provide opportunities for ongoing progress assessment and adjustments for optimum results.



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Rapid Targeted Needs Assessment and Execution of Solutions

Assessment and reflection leads to clarity and brings required actions into focus. When you aren't trying to boil the ocean but want to address a specific set of issues and challenges, a short concise assessment intervention is often enough.

We identify needs and facilitate the planning and execution of swift solutions.

Then we project manage the implementation phase to ensure long term change.

- Identify why individuals or groups are struggling in their work.
- Determine what leaders must do to successfully execute a strategy.
- Focus on a more effective set of management practices.
- Uncover better ways to make change occur.
- Clarify the best ways to use training and development funds.
- Find more meaningful and inspiring ways to coach people.

Individual and Team Coaching

When used effectively, coaching can boost an individual's self confidence and performance, leading to a more successful career. Organisations benefit from individual coaching. Even teams can profit from coaching by exploring and continuously improving how they work together.

- Help individuals understand their own motivations and how those relate to their work behaviors and performance.
- Inspire individuals find meaning at their jobs and infuse their energy into supporting business initiatives and working with others effectively.
- Motivate leaders to successfully engage with their employees to develop a deeper understanding of what inspires them towards high performance.
- Build stronger teams through identifying their shared purpose, values and unified ways to contribute with excellence.



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Ongoing Services

Organisational Development Services

Companies often need organisational development expertise ongoing but cannot justify the expense of a full time internal resource in their organisation.

We offer customised retainers to provide organisations with a full range of services.

This service includes, but is not limited to:

- Change Management design & implementation
- Performance development system design & implementation
- Executive coaching
- Team building
- Conflict Resolution
- Crisis Intervention
- Strategic communication
- Organisational redesign
- Design and facilitation of meetings



On the Table Consulting

Services: The Workshop Basics

Team Oriented

Improving team relationships and cooperation

- Explore the strengths of personal work styles
- Identify individual conflict modes and strategies
- Assess strengths and weaknesses as a team
- Develop opportunities for improvement

Creating a customer focused culture

- Understand the mindset of customer centricity
- Identify the key ways customers assess great service
- Determine the ways you can exceed customer expectations
- Plan ways to stay ahead of the competition
- Commit to ways that demonstrate engaged customer excellence everyday

Unifying to achieve results

- Align understanding of vision, mission and strategies
- Understand the talents and competencies needed to work here
- Clarify our roles, accountabilities and how we help one another
- Commit to clear specific behaviors and practices to meet customer needs and support team members



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Services: The Workshop Basics

Individually Oriented

Coaching for Managers of people

- Understand performance management and your role in it.
- Identify how your personal management style and conflict mode helps and hinders you learn tools to motivate, coach and develop your people successfully.
- Know what you must do to hold people accountable
- Create ways to energise and retain great employees

Applied Mediation Skills

- Understand performance management and your role in it.
- Identify how your personal management style and conflict mode helps and hinders you learn tools to motivate, coach and develop your people successfully.
- Know what you must do to hold people accountable
Create ways to energise and retain great employees

Managing difficult conversations

- Understand performance management and your role in it.
- Identify how your personal management style and conflict mode helps and hinders you learn tools to motivate, coach and develop your people successfully.
- Know what you must do to hold people accountable
Create ways to energise and retain great employees



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Client Testimonials

"Using collaborative methods and dialogue skills that Kylie detailed we became a dedicated confident team capable of meeting effectively and presenting our ideas to senior management. Our experience was personally enriching from a leadership development perspective. I continue to use lessons learned and value Kylie's refreshing ideas and recommendations as I proceed on my leadership journey."

*Waitemata District Health Board
Technical Specialist participant.*

"During our workplace negotiation, Kylie was careful not to any show bias or impatience. She allowed everyone to be heard, listened attentively and in a timely and skilful way asked questions or directed discussion. This enabled all parties to better understand the various points of view, which ultimately led to an agreed pathway forward being reached.

Kylie was quick to align the key issues, assisting the parties to draw up a settlement detailing key future actions. Her skills, judgement and empathy with all of the participants impressed me."

Managing Director participant

"Kylie has been a great resource for one of our senior leaders to provide on going one-on-one coaching as they have prepared for and moved into new roles within the company. The coaching has been able to be targeted to meet specific development needs and also to practice skills for individual situations on a "just-in-time" basis. This has given the leader greater confidence in dealing with new and/or difficult situations and is helping them prepare for new challenges in their future career as well. Kylie's own experience in corporate environments and in sales roles has been well utilised in creating a shared understanding with the coachee. I have also used Kylie in private mediation situations and have found her conflict resolution skills to be first-rate. Her excellent skills helped guide two opposite parties to a greater understanding of one another and move forward to resolution. I would have no hesitation in recommending Kylie for either mediation or coaching services."

Lynn Johnson

Head of HR

Turners & Growers NZ Limited

"Kylie is an wonderful executive coach and trusted advisor. Her broad experience has equipped her with the knowledge and confidence to size up a situation quickly and provide effective recommendations. She offers deep insights about complex dynamics and unique perspectives and solutions for strategic and confronting issues. A dedication to her clients' success and wellbeing combined with open involvement in my leadership goals were extremely helpful"

Mike Siemens

Marketing Manager Medical

Douglas Pharmaceuticals New Zealand

"I recieved bespoke coaching from Kylie at a time when I was considering a career change. An engaging coach and thought partner, Kylie was instrumental in helping me clarify my own values and strategies. She assisted me to develop a long term visionary plan to move forward in a logical, intentional manner

WaiYong Seet

Participant coachee

Additional Client References Available Upon



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Over the years, [On the Table Consulting](#) have work with multinational corporate clients, government agencies, non-profits, new and long-established businesses. We have consulted with manufacturers, telecommunication high-tech companies, hospitals, human services, and pharmaceutical companies. [On the Table Consulting](#) have worked with academic institutions, hotels, as well as small start-ups and entrepreneurs with dreams.

We are proud to have worked with highly regarded organisations such as these:

- Northern Regional Alliance
- Auckland District Health Board
- Waitemata District Health Board
- Northland District Health Board
- Counties Manukau District Health Board
- National Stroke Network NZ
- NZ Stroke Foundation
- Ministry of Health NZ
- Ministry of Social Development NZ
- ProCare NZ
- Health Navigator NZ
- Auckland University
- Auckland Medical School
- Auckland Uni of Technology (AUT)
- Ministry of Building, Innovation and Employment (MBIE)
- Siemens New Zealand
- Bayer Healthcare New Zealand
- Grey Lynn Neighbourhood Law Office
- Mediators Beyond Borders NZ
- The Resolution Institute
- Dr Boberg's Skin Cancer Clinic
- Crowe Horwarth
- WHK NZ
- Chartered Accountants ANZ
- Roche Diagnostics NZ
- Douglas Pharmaceuticals
- Turners and Growers
- Spark New Zealand



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Kylie Head: Principal Consultant

Kylie's current focus involves partnering with key leaders to address ever-changing challenges of increased customer expectations, the arrival of new competitors on the scene, and the reality of the difficult economic and environmental climate. Her work includes strengthening organisational infrastructure and processes to deal effectively with uncertainty and setbacks, developing customer centric leadership training and coaching vehicles, unifying top senior teams to lead effectively in these contemporary times, and providing support and strategies for employee retention, engagement and productivity. In addition to organisational development, Kylie works extensively coaching executive leaders, in conflict management and in facilitating constructive communication. She also supports individuals' through behavioural change, stress, transition and problem solving.



Kylie uses her strong background in management and executive development together with her recognised coaching abilities to assist clients to quickly reach their goals. Kylie has coached executives and senior staff member across the public and private sector, guiding and supporting them as they have accelerated their performance. Kylie both empathises and challenges her clients.

She has over twenty years experience as part of executive and senior management teams primarily in the areas of strategy, marketing, business development and management.

Kylie's ability to facilitate change has been widely demonstrated for individuals, teams, business units across a variety of industries. She has a particular strength in coaching emerging leaders and leaders who are facing a new challenge.

Qualifications and Memberships

Master of Management Auckland University
Postgraduate Diploma of Business Administration Auckland University
Bachelor of Applied Science(Psychology) Open Polytechnic
Diploma of Coaching Southern Institute of Technology
Advanced Certified Mediator LEADR
Conflict Management Coach

LEADR(Dispute Resolvers) Member
AMINZ(Abitrators & Mediators Institute) Member
HRINZ(Human Resource Institute) Member
NZAPP(Association Positive Psychology) Member
Mediators beyond Borders (NZ Chapter Director of Communications)



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