



# Services & Solutions

BECAUSE PEOPLE DESERVE GREAT WORKPLACES.  
AND BECAUSE WORKPLACES DESERVE GREAT PEOPLE

## **Consulting**

– assessing and addressing workplace culture



## **Workshops and Training**

– learning for leaders, teams, and individuals



## **Public Workshops**

– to meet specific training needs



## **Keynote Presentations**

– ideal for conferences and meetings



## **Activity Based Programs**

– learning through actions and outcomes



## **Psychometric Instruments**

– evidence-based feedback at organisational, team and individual



## **Coaching**

– for executives and individual contributors



## **Online Learning**

– self paced workshops



## **Conference**

– activities and presentations



## **Mediation**

– to address issues that undermine workplace culture



# About The Real Learning Experience

The Real Learning Experience has been working with organisations as they transform their workplace culture for thirty years. Our training and workshops, leadership development programs, coaching, consulting and mediation have helped thousands of corporate clients, government agencies and NFPs build a workplace culture that:

- ✔ Provides exceptional workplace experiences for team members
- ✔ Delivers outstanding outcomes for the people they serve
- ✔ Achieves sustainable excellence in bottom line results

## WHAT, HOW AND WHY

### What We Do?

We work with organisations to help them transform the workplace culture they have into the workplace culture they want

### How do we do that?

Through Authenticity™, a process of aligning the things the organisation - and its people at all levels - do, say, think and decide with their ideal workplace culture

### Why is that important?

Because people deserve great workplaces. And because workplaces deserve great people

## Lead Consultants and Principals

Our two principals and lead consultants are Simon Thiessen (founder and CEO) and Kirralea Walkerden (COO). Both Simon and Kirralea maintain a hands-on involvement with key clients and one, or both, will be active in leading or delivering your program. They are supported by a team of Accredited Authenticity Facilitators based throughout Australia

For over thirty years, The Real Learning Experience has worked extensively with commercial, government and not for profit clients and our client list includes nationally recognised brands as well as small to medium sized local organisations.



**Simon Thiessen** has held senior executive roles for 35 years, allowing him to provide consulting, coaching and workshop facilitation that are grounded in everyday reality. He holds numerous credentials related to understanding and addressing workplace culture and performance, and has worked with corporate, government and not-for profit organisations to improve results since 1993.

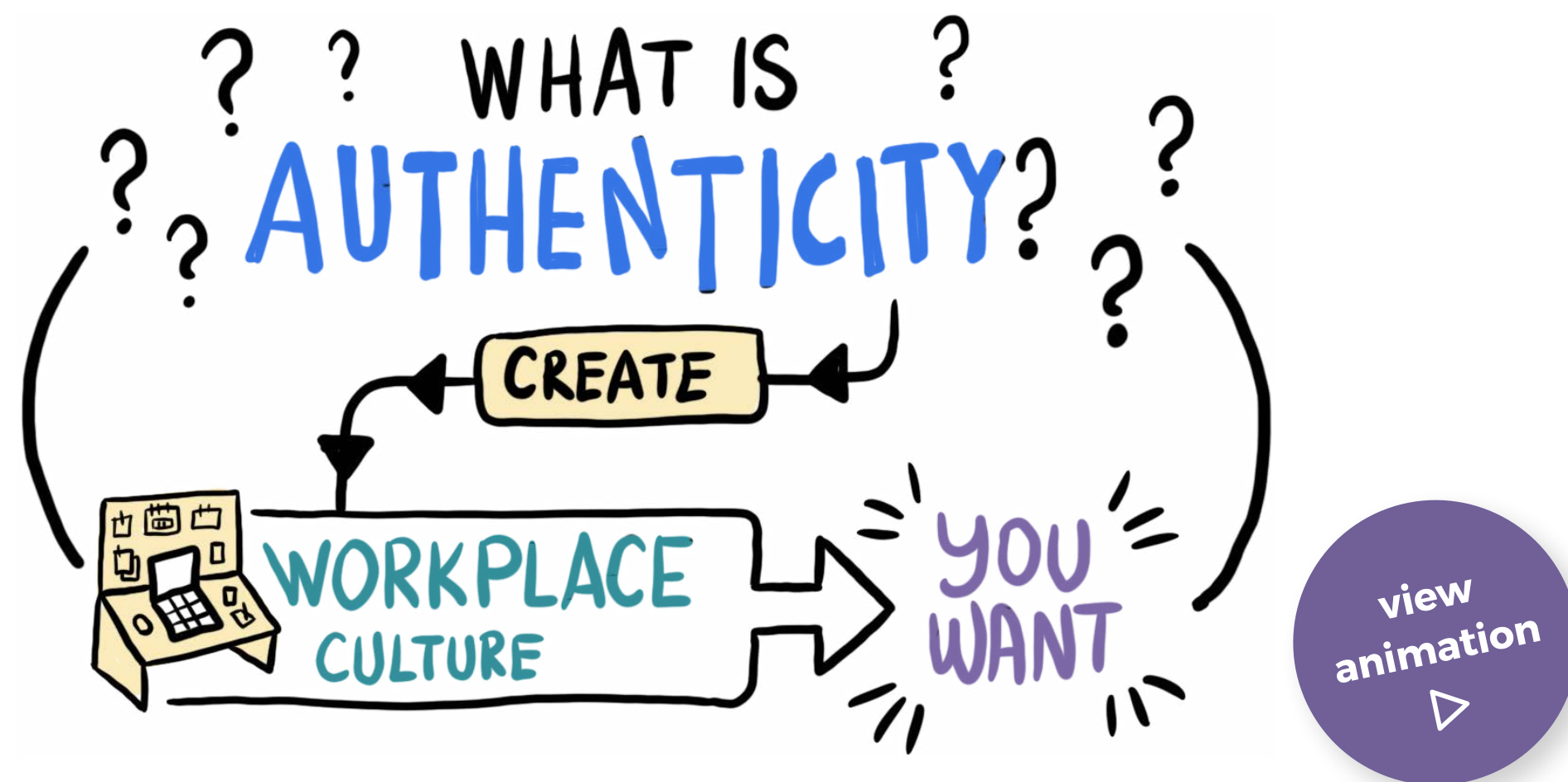
[You can view Simon's bio here](#) 



**Kirralea Walkerden** is a passionate and authentic senior leader and executive coach, whose approach places a strong emphasis on building collaborative relationships, inspiring and engaging people and achieving high performance results. She is skilled in strategy development and has a broad understanding of business structure combined with client management, product development, marketing and distribution and sales portfolio management.

[You can view Kirralea's bio here](#) 

# Authenticity



Some organisations achieve exceptional and sustained results in low stress, rewarding working environments. For others, results are an ongoing struggle. Or perhaps their people are dissatisfied and demotivated. Or both. The culture of the organisation is the difference.

Most organisations know what sort of workplace culture they would like to have - the one they aspire to and that would deliver those exceptional results and great experiences. Then there is the reality. The workplace culture they actually have. There is always a gap between the ideal and the reality (because the better an organisation becomes, the better it wants to be).

The gap is created by predictable factors: process, policies, systems, leadership styles & behaviours, team dynamics and individual actions, choices & decisions. In other words, the things the organisation does, says, thinks and decides, at all levels. Those are the things that create the culture you have - and that needed to be realigned if you are serious about working towards that ideal culture.

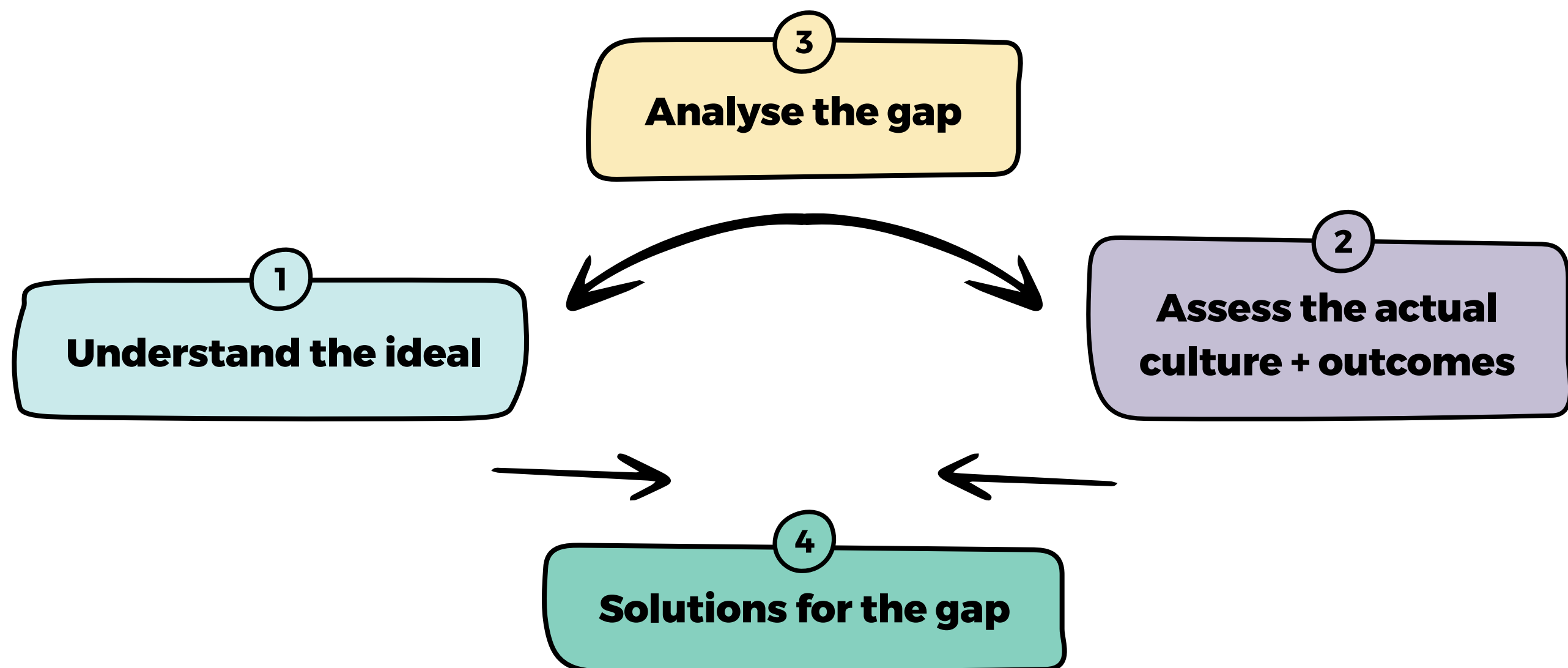
That realignment is what we call Authenticity- stating what you want your culture to be AND being prepared to change to become more consistent with that desired culture (even when it is difficult or uncomfortable).

## OUR PROCESS (HELPING YOU BECOME AUTHENTIC)

Some organisations have a solid understanding of their workplace culture and the reasons for any gaps - and prefer us to focus on implementing solutions. If that is you, our solutions are covered in the following pages.

For most clients, we recommend a strategic approach to understanding and reshaping your workplace culture.

- ✓ **Understanding and defining the ideal workplace culture you would like to create**
- ✓ **Assessing the actual workplace culture as it is today - and the outcomes it is producing**
- ✓ **Analysing the gap and the reasons it exists**
- ✓ **Implementing solutions to address the gap**




# Consulting to improve your workplace culture



Developing your people, growing your leaders and striving to improve workplace culture are great initiatives, but sometimes less effective than they should be. The answer is a strategic approach that looks at the broader context and addresses systemic issues, that hold that growth and development back.

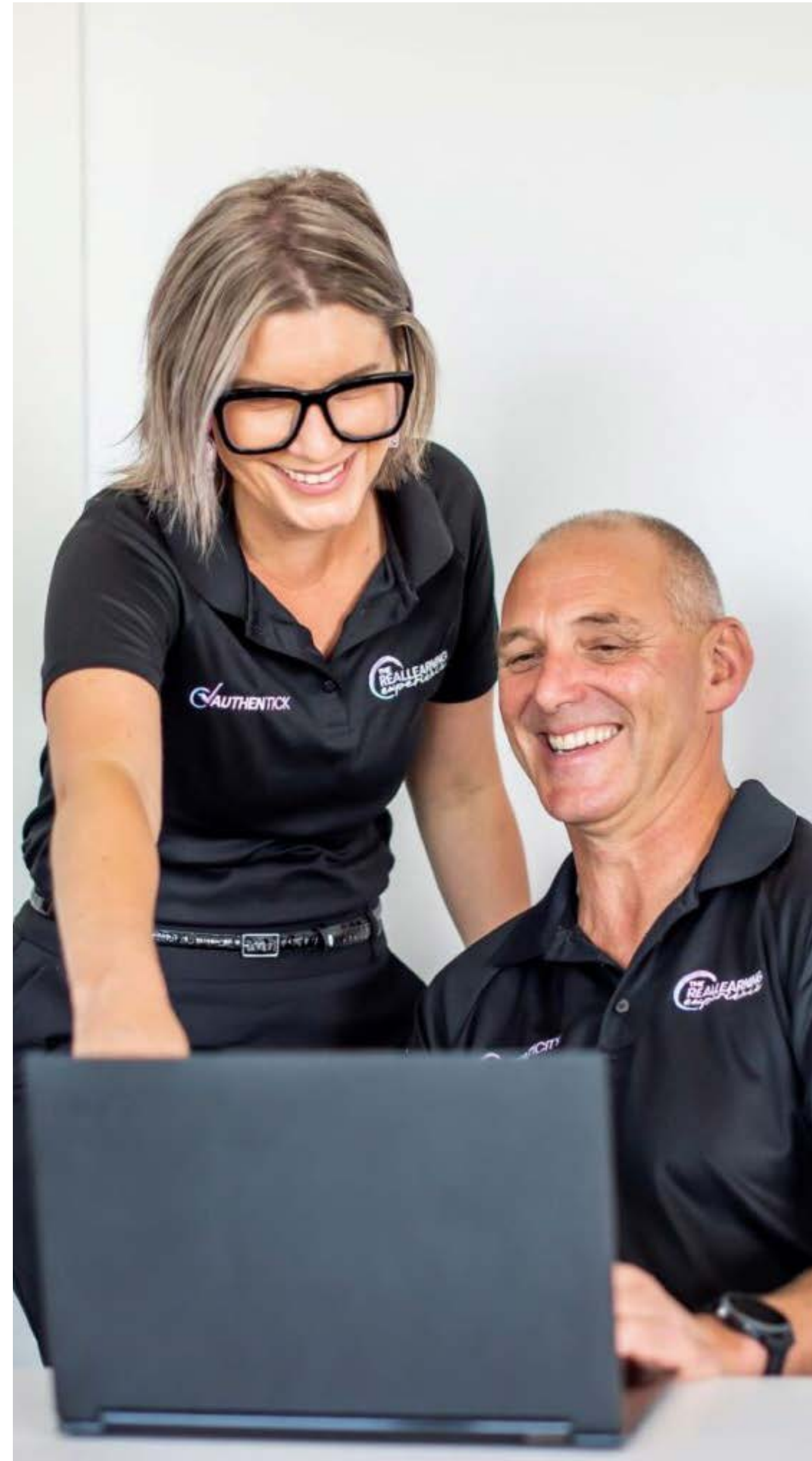
Our consulting services address four specific areas, integral to shaping your ideal culture.

- Defining your ideal culture by implementing (or refining) a values framework that is representative of the people in the organisation, drives decisions and behaviour that support the culture you are creating, and that becomes embedded in everyday practice.
  - Facilitating leadership processes including strategic planning and definition of mission and purpose
- 
- Administering research based [psychometric assessments](#)  to define your ideal culture, measure the actual culture, quantify the gap, and address the factors that create that gap.
  - Identifying and modifying systems, policies and processes that are not consistent with the culture you are creating or that act as blocks when your people try to apply what they have learned through training and coaching.

# Psychometrics for organisations, teams and individuals

Our team is accredited in the administration and interpretation of a range of world leading, research-based instruments that drive awareness, understanding and change.

- For organisations, psychometrics provide an objective measure of the workplace culture and identify key levers that will drive positive change - and flow through to the bottom line
- For teams, psychometrics measure group dynamics and highlight specific strategies and behaviours that will enhance high performance and team culture
- For individuals, psychometrics provide powerful insight into the thinking and behavioural habits that impact their relationships and their effectiveness as a leader





# Workshops and training for Leaders, Teams and Individual Contributors



Bringing the people in an organisation together to produce exceptional results requires skills, strategies and mindsets – for leaders, teams and individual contributors. Our workshops are research-based and provide relevant and contextualised learning. We make extensive use of activities and problem solving to keep participants engaged and to enhance the ability to apply what is learned to the workplace.

Our range of workshops includes programs for:

- Leaders to develop leadership capability, work on their leadership styles, inspire high performance, and create cohesive and accountable work climates
- Teams to learn interpersonal skills that make them cohesive, able to handle conflict and adversity, focused on results, and superb at communication.
- Individual Contributors to build the capability to remain engaged, resilient, motivated, and emotionally intelligent, exceptional self-managers and build strong connections with the team and commitment to the overall organisational goals.

We also offer our most popular and high impact programs as public workshops - you can send one person or a group. If you are in a location where you would like to see a Public Workshop held – let's talk!

## Online Learning with Authenticity Academy

Authenticity Academy makes our most popular and high impact workshops available online, in self-paced programs. It is the ideal solution if:

- Some of your team works remotely and attending in-person workshops isn't practical
- A team member can't make scheduled training with the rest of the team
- You don't have enough people to justify an in-house workshop
- Online learning just works better for your organisation

Our online and self-paced programs each include a series of learning modules, each comprised of a video, a worksheet and activities for reflection and application.

---

***“Let your participants be inspired by the power of what they can and will do – rather than by what someone else has done”***



## Coaching




People are usually the biggest cost for an organisation - which is fine, as long as they are also your greatest asset. Authentic organisations invest in their people to help them realise more of their potential - knowing that investment will be repaid with sustained high performance.

Coaching is the best approach when team members have individual development needs, want to work towards specific goals and objectives, and have unique strengths to optimise and areas for growth to address.

A great coaching relationship is based on trust and rapport, so our first step is always a courtesy Chemistry Check to ensure there is a match of styles and approaches between the person being coached and their prospective coach.

We have a team of coaches which allows us to provide the ideal coach for:

- Executive and Senior Leaders
- Mid Level and Emerging Managers
- Individual Contributors

Because personal insight is critical to successful coaching outcomes, you can also choose to include [psychometric instruments](#)  in your coaching package with The Real Learning Experience.

# Mediation

Unresolved issues in the workplace come at a significant cost - much of which occurs 'beneath the line'. In addition to the obvious impact on the performance and morale of the parties to the conflict or issue, there are spill over costs and impacts.

Other members of the team find it harder to produce their best and the workplace becomes less enjoyable. The manager's time is diverted from productive leadership tasks and absorbed by dealing with the problem. If the issue drags on, the highest performers look for other opportunities - and replacing them is harder because of the reputational damage to the team.



Often issues are allowed to drag on because the real cost isn't obvious. Rather than dying the death of a thousand cuts, our advice is simple. Act early. Don't let issues become entrenched.

Our Mediators specialise in resolving workplace issues, conflicts and disagreements. Whether you are dealing with a new issue or a conflict with a long history, we have established, research based processes and strategies that maximise the potential for positive outcomes.

Mediation can develop people whilst resolving issues. We take a coaching approach rather than a clinical process approach.

Our mediation team is NMAS accredited and a member of the Australian Mediation Association.



## Conferences




People flying in from all over the country. Gala dinners. A room for every participant. The pressure is already on to make your conference worthwhile, to deliver something that the participants love, and that leadership feel delivers maximum bang for their buck.

While the dinner, venue and entertainment are important, it's the content that decides whether the conference delivers a result.

We are all about real learning, real change, real growth and real results – and not just motivation. While motivational speakers often have amazing stories, how much actually changes for your people? How many critical changes in performance, behaviour and choice are made – in the workplace – after those presentations? How are results for the organisation improved?

We will create real learning and real change at your conference through:

- [Activity-based learning experiences](#)  which will be the highlight of your conference, while providing real world learning outcomes
- Keynote presentations from our CEO, Simon Thiessen, packed with tips and strategies to help your leaders transform the workplace culture you have into the workplace culture you want. Simon's thirty years as an executive leader mean his message is filled with lived experience and is grounded in reality. His irreverent view of the world will entertain the audience – but only while they are learning!

# Activity Based Learning

What if your participants could have an inspiring and exciting experience, be empowered, and learn critical workplace skills all in one session? What if they could laugh – and learn? At the same time!

Our activity-based learning programs are the perfect way to bring your next training program or conference to life. They combine the energy and excitement of immersive and engaging experiences with the power of reflecting on the connection between actions and outcomes. They produce insights that participants can readily apply in the workplace and that produce exceptional results and positive workplaces for years to come.

Each of our activities uses an immersive and engaging experience as the platform for a debrief focused on everyday workplace issues and objectives:

- ***Lasseter's Reef, A Quest for Gold™*** is a desert themed experience that encourages teams to work together and strive for exceptional results
- ***Lost Civilisation of The Olmec™*** uses an ancient South America setting and focuses on values based results despite the pressures to compete and perform
- ***Archipelago, All At Sea™*** has teams marooned on a series of idyllic islands and grappling with disruptive change while trying to fulfil expectations
- ***Masterpiece, a Work of CollaborART™*** encourages the group to form a team of teams that delivers a big picture outcome
- ***Through the Window™*** provides a framework for robust discussion that promotes reflection and feedback and brings a team together



## Keynotes


Simon Thiessen is the founder and CEO of The Real Learning Experience. His keynote presentations are inspiring, entertaining and, most of all, relevant.

Simon has spent three decades developing leaders, building teams and shaping high performance workplace cultures for his clients - while also being an executive leader himself, which means his messages are grounded in reality and lived experience.

His passion is helping organisations transform the workplace culture they have into the workplace culture they want - because he believes that people deserve great workplaces, and that workplaces deserve great people.

Simon's keynote presentations are packed with relatable messages that your people will apply to:



- Create exceptional workplaces and outstanding results
- Demystify workplace culture - understand how it works, and how leaders create sustainable change
- Understand how to align the things the organisation does with the culture you want to create
- [Create Authenticity™](#) 
- Provide the leadership that your organisation, your teams and your people need

Simon doesn't deliver 'off the shelf' presentations. By understanding the challenges your team faces, the goals you are striving to achieve, and the critical learnings you need right now, he delivers relevant, meaningful messages that allow your team to build and maintain momentum.

**Interested in becoming an  
Accredited Authenticity Facilitator  
and accessing our programs for your  
people or for your clients?**

[DOWNLOAD AN INFORMATION PACK](#)



[www.reallearning.com.au](http://www.reallearning.com.au)

[authenticity@reallearning.com.au](mailto:authenticity@reallearning.com.au) | 03 6229 8302

 [Have you listened to our Podcast? >](#)