



## Hollier and Hart

We help people have productive conversations about complex and difficult issues.

Our Principals, Fiona Hollier and Phillip Hart, are Nationally Accredited Mediators.

- Mediation
- Dealing with complex multi-party issues
- Conflict coaching
- Facilitation
- Community / stakeholder engagement
- Team development
- Strategic planning
- Group consultation and decision making processes
- Skills development.

We have supported a wide range of private and public sector organisations in achieving their goals.

For more information:  
[www.hollierhart.com.au](http://www.hollierhart.com.au)

## Contact Us

Phone: 0407 044 020

[fiona.hollier@hollierhart.com.au](mailto:fiona.hollier@hollierhart.com.au)

[phillip.hart@hollierhart.com.au](mailto:phillip.hart@hollierhart.com.au)

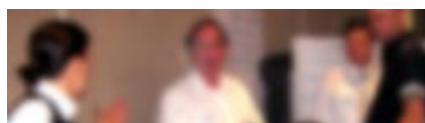
We are based in Sydney, Australia, and undertake projects in regional and interstate locations.

## Helpful change techniques

### Action Learning

Learning is an active and evolving process of knowledge construction. When people face challenging situations, we can help them to draw on their current understandings to construct new skills and awareness.

Through a structured Action Learning cycle of reflection, discussion, planning and activity, we help people expand and extend their current thinking and build the confidence to use the new strategies that they have developed.



### Appreciative Inquiry

A guiding principle of Appreciative Inquiry (AI) is that you tend to get more of what you focus on. By focussing on positive elements already present in a situation, teams can heighten their engagement and create constructive change.

The four-stage AI framework focuses participants' concentration and efforts, guiding them towards productive outcomes which are practical and achievable.



### Communities of Practice

*Connect, Communicate, Collaborate*

Building a successful Community of Practice requires capturing the attention of busy professionals and sustaining their involvement.

We help plan and implement ongoing engagement strategies involving multiple touch points and communication channels.

The community's members see "what's in it for them".



### Change Management

Successfully introducing change requires careful planning and implementation. A great deal is now known about how to lead and manage change ... and how to stifle it! We help:

- Apply a range of tools to diagnose a "change situation" and plan effective interventions
- Recognise and adapt to the range of behaviours and values which can help or hinder the desired changes
- Identify the stages for leading change successfully, and develop targeted ways of enabling people to move through those stages.