

What Our Clients Say About . . .

Our clients are happy for us to provide full copies of the letters from which the following extracts have been taken.



Dawson McDonald Consulting
PEOPLE ► PERFORMANCE ► ALIGNMENT

Performance Improvement Consultants
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The City of Casey engaged Dawson McDonald to conduct a risk culture survey for the organisation. The support and assistance we received ... has been just fantastic. The survey results and recommendations ... will assist us to develop our ongoing risk management strategy action plans over the next few years and we will not hesitate to engage them to assess our risk culture in three years time. I would recommend them.

**Risk Management Co-ordinator
CITY OF CASEY**

We engaged Dawson McDonald to undertake a Risk Culture Survey. the principals were receptive to any ideas and feedback we had. The survey instrument was most effective in identifying the existing risk culture and the detailed analysis has provided us with a positive starting point to move forward. We would certainly recommend their services to any organisation wishing to measure their risk culture.

**Group Manager Risk Assessment & Quality Assurance
C Management Services Pty Ltd, CQ UNIVERSITY**

The feedback from the staff was extremely positive and ... the group found your examples of development in marketing and customer relationships most engaging and ... gave us plenty to reflect on and apply to our own circumstances.

**Assistant Manager, Learning Research & Design,
KANGAN INSTITUTE**

The most pleasing feature of the (Organisational Alignment) survey was the ability to capture the information that is important to us in such a timely manner. The follow up analysis was very well presented and... the actions required to take the business forward were clearly enunciated.

**General Manager – Human Resources, PRIMUS
TELECOM**

We commissioned you to undertake market research...the reports you provided ... were clear, comprehensive and provided sound recommendations for us to act on... to improve our business model.

**National Marketing and Development Manager - QBE
Aviation, QBE INSURANCE**

Thank you for your guidance and coaching. The sessions... were excellent, challenging and deeply useful. You fundamentally changed my approach to 'coaching' our management team and provided some powerful tools and insight.

**General Manager
COUNTRY FIRE AUTHORITY**

The value Dawson McDonald provided to my organisation was their ability to communicate the importance of quality customer service in a very clear, logical and non threatening way to staff. The results being that staff were empowered to think differently about their roles and how they could make a contribution to improving the Institute's overall customer experience.

CEO, Goulburn Ovens Institute of TAFE

Your wealth of knowledge and understanding of the recruitment and selection process is of high standard and certainly adds value to the process.

**AUSTRALIAN MOTORING SERVICES
(JV of National Motoring Clubs)**

The Organisational Alignment Survey has given us fresh insights on issues critical to our business success, which we would not get from a Climate Survey

**Advertising Sales Director
HWT (Subsidiary of News Ltd)**

We have had several successful projects completed under John Dawson's direction. Among those, John has successfully recruited three of our senior executives, and has guided me personally in addressing some of the strategic aspects of business succession planning.

**Chairman,
PHILLIPS FINANCIAL SERVICES**

The Organisational Alignment Survey has enabled us to better understand the workplace culture and key issues which have hampered our capacity to improve (service) delivery. ... the analysis provides a very clear picture and subsequent path for Council to follow to achieve success.

**Chief Executive Officer
BEAUDESERT SHIRE**

The Customer Experience Management methodology and the subsequent audit of AAAT's major touch points with our customers resulted in a list of specific action points designed to improve our product and service quality and the likelihood of customer recommendation. I would be more than happy to recommend the CEM methodology . . . as implemented by Dawson McDonald.

**Research Manager
AAA TOURISM**

A big thank you to you for your very professional service and delivery to my senior staff with regard to the Persona Leadership Program. Each one of them found the experience to be very beneficial.

CEO, ANZIF

Dawson McDonald worked patiently with us to map our Direct personal Lines processes. The work has enabled us to not only understand, and now review our processes, it was used as the basis for training new staff. Their report clearly articulated a range of other issues for consideration including brand position and resource planning. I would have no hesitation in recommending Dawson McDonald.

**Sales & Marketing Manager Australasia,
ANSVAR INSURANCE**

Dawson McDonald has provided the City of Melbourne excellent business consulting services. Their top qualities are great results, expert with high integrity.

**Councillor/Chair of Planning
CITY OF MELBOURNE**