



Prospectus

Born in Aotearoa New Zealand and delivering globally, **AU Consulting** sets the conditions for progress in organisations.

Our work spans **Learning and Development**, **Organisational Development** and **Cultural Development**, connecting people, performance and purpose.

We don't deliver one-off programmes. We build systems, frameworks and digital assets that embed capability for the long term.

From **diagnosis to delivery**, clients bring us in where we'll make the greatest impact.



Our Approach



Our Differentiators

- **Integrated consulting model** – Diagnose ► Design ► Deliver ensures continuity from strategy to implementation.
- **Human-centred design** – Every engagement blends insight, evidence and storytelling to connect people and purpose.
- **Digital learning leadership** – Scalable solutions including eLearning, AR, simulations and micro-learning.
- **Cultural fluency** – Roots in Aotearoa ensure authenticity and inclusion without tokenism.
- **Measured impact** – Success metrics and ROI tracking built into every engagement.





Learning & Development Prospectus

Born in Aotearoa New Zealand and delivering globally, AU Consulting sets the conditions for progress in organisations.

Our learning and development programmes aren't one-offs. We leave behind the frameworks, tools and digital assets that embed capability for the long term.

This approach has proven effective with organisations across aviation, higher education, financial services, government, iwi and corporates.

From diagnosis to delivery, bring us in where we'll make the most impact.



Diagnose

Identify learning gaps and leadership priorities that drive measurable performance.

Examples: learning needs analysis, capability mapping, role profiling, succession reviews, service-sequence diagnostics.



Design




Create programmes aligned to organisational strategy, culture and compliance frameworks.




Examples: curriculum design, capability frameworks, learning ecosystems, behavioural standards, onboarding maps.



Deliver

Bring learning to life through blended, applied experiences that shift behaviour and performance.

FOCUS AREA	PROGRAMME	FORMAT / ENGAGEMENT TYPE	OUTCOME / DESCRIPTION
 Diagnostics	Light Diagnostic	Consulting	Rapid 2–3-week review of existing learning systems, programme structures and performance data. Identifies strengths, pain points and quick-win opportunities to lift learning impact and reduce delivery costs.
	Full Diagnostic	Consulting	Comprehensive 6–8-week engagement combining stakeholder interviews, data analysis and capability mapping. Delivers a detailed insight report with recommendations across curriculum design, capability frameworks and delivery models.
	Strategic Advisory Retainer	Consulting	Ongoing access to AU Consultants for learning strategy alignment, content reviews and measurement support. Includes quarterly performance insights and advisory sessions with leadership.
 Leadership & Workforce Capability	Leadership Pathways	Blended	Builds self-aware, accountable leaders from first-line to executive. Includes 360° feedback, coaching and learning maps.
	Leading Change	Facilitated	Equips managers to plan and communicate through uncertainty using AU's adaptive change model.
	Performance Conversations	Facilitated	Builds confidence to hold high-impact feedback and goal-setting conversations that drive performance.
	Executive Development	Blended	Advanced programme focused on influence, decision-making and strategy execution.
	Future-Ready Leadership Series	Facilitated	Strengthens emotional intelligence, psychological safety and leadership of hybrid teams.
 Service & Customer Experience	Service Flow Training	Facilitated	Step-by-step service delivery aligned with product and brand standards for consistency.
	Customer Excellence	Facilitated	Builds empathy, emotional intelligence and recovery skills for front-line staff.
	Customer Recovery & De-escalation	Blended	Scenario-based training for conflict and complaint management.

FOCUS AREA	PROGRAMME	FORMAT / ENGAGEMENT TYPE	OUTCOME / DESCRIPTION
 Service & Customer Experience <i>continued</i>	Onboarding & Induction Journeys	Digital	Digital storytelling introducing brand, culture and service standards.
	CX Playbooks	Digital	Behavioural anchors, service scripts and tone-of-voice guides.
	Service Leadership	Facilitated	Equips leaders to coach and role-model service behaviours in real time.
 Aviation & Technical Training	Cabin Crew Induction Programme	Blended	Integrates safety, technical and service training for new entrants.
	Aircraft Familiarisation & AR Galley Tours	Digital	Immersive walkthroughs of aircraft cabins and galleys.
	Human Factors in Aviation	Blended	Focus on communication, situational awareness and decision-making under pressure.
	Fatigue Awareness & Resilience	Blended	Links fatigue science to wellbeing and performance.
	Safety & Compliance Essentials	Blended	Practical training in safety protocols and hazard management.
	Emergency Procedures Series	Blended	Builds confidence in emergency response and coordination.
 Instructor & Facilitator Capability	Instructor Training (Train-the-Trainer)	Blended	Builds facilitation, coaching and assessment capability with observed practice.
	Virtual Facilitation Masterclass	Facilitated	Engaging and managing learning in digital environments (Teams/Zoom).
	Coaching for Facilitators	Facilitated	Deepens reflection and feedback practice for facilitators.
	Facilitation Essentials Micro-Series	Digital	Short modules on adult learning, questioning and group management.



Organisational Development Prospectus



Born in Aotearoa New Zealand and delivering globally, AU Consulting sets the conditions for progress in organisations.

Our organisational development programmes aren't one-offs. We leave behind the frameworks, tools and digital assets that embed capability for the long term.

This approach has proven effective with organisations across aviation, higher education, financial services, government, iwi and corporates.

From diagnosis to delivery, bring us in where we'll make the most impact.



Diagnose

Analyse how work gets done, structure, decision-rights and change maturity, to identify barriers and opportunities.





Design



Co-create frameworks and governance systems that build clarity, accountability and performance.



Deliver

Implement and embed operating models, toolkits and performance systems that sustain improvement.

FOCUS AREA	PROGRAMME	FORMAT / ENGAGEMENT TYPE	OUTCOME / DESCRIPTION
 Diagnostics	Light Diagnostic	Consulting	Short-form organisational review assessing structure, governance and delivery systems. Highlights immediate improvement areas to strengthen alignment between people, process and strategy.
	Full Diagnostic	Consulting	In-depth 8-week assessment evaluating operating model effectiveness, role clarity and change maturity. Produces a roadmap for redesign and continuous-improvement priorities.
	Strategic Advisory Retainer	Consulting	Provides senior-level advisory support for implementation of organisational change, performance frameworks and governance systems. Retainer clients receive monthly progress reviews and quarterly executive reporting.
 Organisational Design & Governance	Operating Model Blueprint	Digital	Visualises functions, reporting lines and inter-dependencies for clarity and growth.
	Governance Playbook	Digital	Defines decision rights, escalation paths and meeting rhythms.
	Change & Transformation Roadmap	Consulting	Connects strategic intent to delivery milestones and success measures.
	Delivery & Reporting Toolkits	Digital	Standardises PMO documentation – charters, risk logs, dashboards and closure reports.
	Board & Executive Alignment Workshops	Facilitated	Aligns governance priorities, roles and performance measures.

FOCUS AREA	PROGRAMME	FORMAT / ENGAGEMENT TYPE	OUTCOME / DESCRIPTION
 Workforce Strategy & Capability	Workforce Planning Framework	Blended	Forecasts workforce needs and aligns recruitment, L&D and succession strategies.
	Capability Frameworks	Consulting	Defines behavioural, technical and leadership competencies by level.
	Succession Pathways	Consulting	Identifies key roles, readiness levels and mobility opportunities.
	Change & Communication Planning	Digital	Maps audiences, key messages and adoption timelines for effective change.
	Future-of-Work Readiness Programme	Blended	Builds adaptability, innovation and digital literacy for emerging models.
 Change, Performance & Delivery Systems	Performance & Accountability Framework	Digital	Establishes consistent objective-setting and feedback cycles.
	Team Effectiveness Labs	Facilitation	Strengthens collaboration, trust and clarity using team diagnostics.
	Continuous Improvement Framework	Consulting	Embeds learning and reflection into daily operations.
	DE&I – Unconscious Bias eLearning Bundle	Digital	Three-part series on bias awareness and mitigation strategies.
	Hauora Programme (Te Whare Tapa Whā)	Blended	Integrates holistic wellbeing across leadership and teams.

The background of the top half of the page is a scenic photograph of a calm lake reflecting a dense forest and snow-capped mountains under a soft, hazy sky. In the foreground, a stylized, golden-brown graphic element resembling a traditional Māori waka (canoe) prow and stern is positioned horizontally across the water's surface.

AU

Cultural Development Prospectus

Born in Aotearoa New Zealand and delivering globally, AU Consulting sets the conditions for progress in organisations.

Our cultural development programmes aren't one-offs. We leave behind the frameworks, tools and digital assets that embed capability for the long term.

This connects people, purpose and place to help organisations understand who they are, what they stand for, and how culture shows up every day.

This approach has proven effective with organisations across aviation, higher education, financial services, government, iwi and corporates.

From diagnosis to delivery, bring us in where we'll make the most impact.



Diagnose

Assess cultural capability, readiness and alignment with organisational identity.

Examples: cultural diagnostics (light or full), learning needs analysis, message alignment reviews.







Design



Co-design pathways and frameworks that weave culture through strategy, communication and leadership.




Deliver

Embed cultural confidence and competence through immersive learning, digital experiences and leadership practice.

FOCUS AREA	PROGRAMME	FORMAT / ENGAGEMENT TYPE	OUTCOME / DESCRIPTION
 Diagnostics & Consultation	Light Cultural Diagnostic	Consulting	Short-form diagnostic using existing data, interviews and document review to assess cultural readiness. Identifies current state, key opportunities and recommendations for next steps.
	Full Cultural Diagnostic	Consulting	Comprehensive 8-week review engaging leaders, teams and stakeholders to map capability, readiness and cultural maturity. Delivers detailed findings, strategic recommendations and a roadmap for implementation.
 Retainer Support	Strategic Advisory Retainer	Consulting	Ongoing access to AU Consultants for implementation oversight, content or capability reviews, and leadership advisory support. Retainer clients receive quarterly insights and impact summaries.
 Te Reo Māori Learning Pathways	Te Reo Ohooho (Level 1)	Blended	Entry-level te reo Māori for beginners covering pronunciation, greetings, introductions and everyday workplace language.
	Te Reo Māpihi Maurea (Level 2)	Blended	Intermediate language development focusing on sentence structure, workplace application and tikanga.
	Te Reo Matapopore (Level 3)	Blended	Advanced programme for confident speakers to apply reo and tikanga in leadership contexts.
	Te Reo Kia Tipu 1-1 Coaching	Facilitated	Personalised te reo Māori coaching for individuals or small groups, including a Mahere Reo plan and guided support to build confidence and practical language skills.
 Digital Self-Paced Bundles	Te Tiriti o Waitangi	Digital	Provides understanding of Te Tiriti principles and their application in contemporary workplaces.
	Mānawatia a Matariki	Digital	Introduces the meaning and significance of Matariki, Māori astronomy and practical ways to celebrate.
	Te Whare Tapa Whā	Digital	Explores the holistic wellbeing model Te Whare Tapa Whā and its relevance to personal and team wellbeing.
	Te Ao Māori (Beginner Level 1)	Digital	Immersive introduction to the Māori worldview, covering values, tikanga, waiata and Te Tiriti o Waitangi.
	Māori Language (Level 1 & 2)	Digital	Comprehensive self-led courses that build vocabulary, pronunciation and conversational confidence in te reo Māori.

FOCUS AREA	PROGRAMME	FORMAT / ENGAGEMENT TYPE	OUTCOME / DESCRIPTION
 Cultural Capability & Leadership Pathways	Cultural Discovery Programme	Blended	Foundational cultural capability programme that builds confidence in core tikanga, te ao Māori concepts, and practical engagement skills.
	Executive Cultural Capability Programme	Blended	Tailored leadership immersion for senior executives focusing on cultural intelligence and decision-making through a Te Tiriti lens.
	Cultural Celebration Framework	Digital	Guides teams to design and deliver authentic celebrations of events such as Matariki and Te Wiki o te Reo Māori.
	Storytelling Workshops	Facilitated	Supports teams to craft and share stories that express values, purpose and cultural identity.
	Hauora Programme	Blended	Builds understanding of Te Whare Tapa Whā and supports participants to enhance holistic wellbeing and resilience in both personal and workplace contexts.
	Matariki Programme	Blended	Introduces the origins and significance of Matariki, helping participants recognise the nine stars and understand how Matariki principles can guide everyday life.
	Te Tiriti o Waitangi Programme	Blended	Explores the origins, principles, and relevance of Te Tiriti o Waitangi, supporting participants to understand its articles and apply Te Tiriti in personal and professional contexts.
	Marae Wānanga	Blended	Immersive 1-day marae wānanga exploring local kōrero and iwi history, tailored to organisational goals and supported by relevant te ao Māori concepts and guest speakers.
 Community & Identity	Cultural Capability Framework	Consulting	Tiered model that builds cultural confidence from awareness to advocacy.
	Cultural Communication Framework	Consulting	Defines tone, language and visual alignment for authentic engagement with Māori and wider communities.
	Community Engagement Planning	Consulting	Structured approach for building relationships with iwi, hapū and community partners.
	Hauora Leadership Sessions	Facilitated	Equips leaders to integrate hauora principles into people management and wellbeing practices.

FOCUS AREA	PROGRAMME	FORMAT / ENGAGEMENT TYPE	OUTCOME / DESCRIPTION
 Indigenous Tourism eLearning	The Visitor Promise	Digital	Introduces cultural values in tourism and supports all visitors to Aotearoa to engage respectfully with people, places, and culture.
	The Responsible Tour Guide	Digital	Builds understanding of cultural responsibility in visitor hosting.
	The Responsible Travel Seller	Digital	Equips travel agents to communicate cultural values in sales and marketing.





ABOUT U | ABOUT US

Ko te AU e kaweā te waka

The current that carries the waka

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