



BUSINESS PROFILE

John Hartigan & Associates is a specialist Human Resources & Industrial Relations provider that has been operational for the past 11 years (initially Sydney based and for the last 8 years in North Queensland.)

John Hartigan, B.A. (Honours), Dip Ed. has more than 26 years practical experience in Management, Human Resources, Industrial Relations and Career/Executive Coaching. He has additional qualifications in Workplace Mediation, Executive Coaching and in the application of DISC and Myers-Briggs Type Indicator.

In his corporate career, John has held key roles including Head of Employee Relations National Australia Bank (22,000 employee workforce), Group Manager—BTR Automotive (Sydney—5,000 employee workforce) and other Senior Management positions, locally and overseas, with companies such as Rio Tinto, Esso Australia and Orica.

Over the past eight years, *John Hartigan & Associates* has established significant ongoing and repeat business with over 25 companies in North Queensland (from Townsville to Cape York) which encompass a variety of business sectors:

- ▶ Aviation
- ▶ Professional Services
- ▶ Training Providers
- ▶ Indigenous Communities

John Hartigan & Associates is aligned with a number of skilled sub-contractors and North Queensland business networks including:

- ▶ Australian Institute of Management
- ▶ Cairns Chamber of Commerce
- ▶ Cairns Regional Economic Development Corporation
- ▶ Australian Human Resources Institute
- ▶ Cairns Business Women's Club
- ▶ Cairns Regional Aviation Cluster
- ▶ Australian Institute of Company Directors

EXAMPLES OF RECENT PROJECTS

- ▶ Design and implementation of significant **“Change Management”** project with a medium sized aviation organisation. Formulation of key new roles, KPIs, reporting relationships and strategies for communication to staff.
- ▶ **Executive coaching** for a Manager “transitioning” from the Media Industry.
- ▶ Design and implementation of a “best fit” **Human Resources Policies and Procedures Manual**.
- ▶ Creation and customization of **“Employee Handbook”** for a medium sized company.
- ▶ **Recruitment strategies** and management performance “tools” established for an Aviation organization.
- ▶ A detailed **Industrial Relations overview** and “repositioning” for a significantly sized Training Organisation. This has involved new definitions of key roles and preparation of Enterprise Bargaining Agreements.
- ▶ **Skills coaching** assignment for a business owner in the financial services industry.
- ▶ Implementation of successful management strategies to deal with **“square peg/round hole” syndrome**. Effective management of complex employee relations and termination issues.
- ▶ Human Resources and Career Management services provided to Indigenous Communities. Creation of a viable **Career and Human Resources Plan for Indigenous Communities** that exists as an alternative to Government Welfare programs.

John Hartigan & Associates
 - **“people solutions”** -
 Mobile **0409 031 158**

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www.corporateplus.com.au/partners



WHAT WE DO

- Coach Managers, Supervisors to lead teams for better results.
- Provide employment contracts, workplace agreements and “people” policies and procedures.
- Provide Human Resources Manuals, Guides, Checklists, Staff Handbooks.
- Career Planning and Staff Retention strategies.
- Recruitment Advice & strategy
- Industrial Relations advice and services

OUTCOMES (Results)

- Productivity / Morale/ Profitability
- Stability of workforce /Retention/Productivity/Legal compliance
- Efficiency /Productivity /compliance /morale.
- Staff Retention /Morale / “Employer of choice”
- Productivity /Efficiency
- Legal Compliance / Productivity

The Company We Keep.

- “John has a depth of expertise in Human Resources and is available to provide excellent know-how in I.R. and its practical application.” - *Simon Wild, Managing Director, SKYTRANS & Airlines of Papua New Guinea .*
- “Having used *John Hartigan and Associates* and seen his work at first hand, I can say that whether it be coaching, Human Resources, Industrial relations, or career planning he is well equipped to help companies big and small get the best results.” – *Michelle Jago, ,Managing Director, The Registration Centre.*
- “I have worked with John recently and seen his capacity to provide a depth of experience in H.R. and I.R. such that practical and timely solutions are provided to line managers and others.... I would have no hesitation in recommending his services.” - *Murray Jorgenson, OAM – Speaker and trainer, Perth W.A.*

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