

Introducing Pearson Trueman & Associates



ways we help organisations
achieve their goals...

using our communication
and resourcing solutions

At Pearson Trueman & Associates, we provide communication solutions and make it happen for your organisation. Here's how we can help.



communication solutions

we can make it happen

We share our skills and experience, our methodologies, and accumulated wisdom to create a supportive environment when working with our clients. Let us use our expertise to deliver communication solutions so you can get on with your business.

Some of the benefits clients derive from working with us:

- Improved productivity by providing quickly deployed, easily understood and readily adopted solutions
- Empowered staff with the knowledge and skills to perform and exceed in their role
- Reduced risks by developing and validating business processes and supporting system processes
- Increased stakeholder value to investors, shareholders, employees, customers and the community by improving business efficiency
- Streamlining the smooth and efficient delivery of information to target audiences
- Improved compliance with relevant standards – ISO, AS/NZ standards, ITIL, CMMI and COBIT.

Let us get to know your organisation and work with you to achieve some of these benefits.

It makes smart business sense.



At Pearson Trueman & Associates,
our approach is to work with you through
a consultative process to deliver usable
solutions in your environment.

our approach

To develop an approach which works for you, we:

- Listen and assess your needs
- Consider the best communication options based on audience, current and future technologies, budget and timings
- Respond quickly to design, develop and deliver materials and resources
- Share our knowledge with your team and transfer skills to your people
- Deploy experienced, professional and skilled teams.

We provide cost-effective solutions for your business whether it is:

- communicating with customers or suppliers
- assisting employees perform tasks as expected, or
- gaining new business and integrating support systems.

Smart businesses know and trust the
knowledge we share to make our clients'
strategies a success.

**Our clients come back to us; that's testimony
to the quality of our work and delivery.**



finding the right people

here's how we can help

Australia's leading organisations come to us to help them find the right people to join their teams.

When you need qualified people with specific skills for a permanent or contract role, Pearson Trueman & Associates has the expertise to find the right match and cultural fit. We have years of experience working with organisations of all sizes and we understand the values and culture of our clients.

We also understand the skills and qualifications a candidate needs to succeed. By taking the time to discuss your needs, we help define your specific requirements and the resources necessary.

We advise you on market conditions, help with position descriptions, screen candidates and negotiate remuneration to ensure both you and the incumbent are happy.

Pearson Trueman & Associates provide people with proven expertise to work with your team.

Whether you need resources for short or long term assignments... we have the right people.



change management

Pearson Trueman & Associates provide change management expertise to effectively assist clients through all types of organisational change.

Here's some recent case studies highlighting our change management experience:

A prominent banking organisation needed help to determine the impact to people and processes for a technology-based system upgrade. We worked with this organisation to analyse the environment and engage stakeholders and business sponsors to prepare them for the change.

A large on-line media organisation required help to launch a new product and our change management expertise ensured both the business and technology were ready to support the product when it went to market.

We worked with an organisation to deliver a compliance-driven project. By developing a change management strategy and a communications strategy we delivered a clear plan for the organisation to conduct their business effectively.

Let us work with you to make
your change journey painless
and effective.

Key factors to successful change management include:

- A well-planned and organised approach
- Continuous and targeted communication
- Buy-in from stakeholders, managers and employees
- Effective sponsorship
- Exceptional change management team.

At Pearson Trueman and Associates, we understand that good communication is essential to business success. We can develop communication strategies to ensure the success of your projects or initiatives.

communication

We work with you to determine what works best to ensure success and then design a communication strategy taking into consideration the:

- Size and impact of the initiative
- Target audiences
- Main messages
- Key spokespeople
- Frequency of communications
- Communication channels.

Let us work with you to deliver strategies to promote effective communication.

Case studies:

Recently, a large government entity needed help to announce and gain support for its new strategic directions.

We established a communication strategy taking into account the sensitive political, managerial and operational context of the organisation, including the nature of the workforce operating within and with the organisation. Of course, there were tight time, resource and budgetary constraints.

The support materials and the facilitated activities we produced, resulted in a successful transition to the new direction and improved relationships with their people, stakeholders and partners.



policies, standards, processes and procedures

Pearson Trueman & Associates design and develop solutions to deliver business and supporting processes that are actionable, measurable and repeatable. These solutions mitigate risk and ensure compliance with relevant regulatory and legislative standards.

Case studies:

A national organisation delivering services to major banking groups and financial institutions approached us to ensure their IT processes and supporting infrastructure had business continuity planning (BCP) documentation with proven robust workarounds in the event of a disruption.

We worked to document processes and procedures, together with developing learning materials.

The organisation uses this information to support their operations on a day-to-day basis. They also use the information to assist in successful tendering for further business.

A large government department asked us to develop and then structure their project management and systems development lifecycle (SDLC) methodologies.

We worked with them to deliver policies, standards, process maps, templates and instructions on how to use these methodologies.

This effort resulted in the business engaging the IT area to deliver solutions. The business now readily recognises the value IT can deliver and sees IT as a body of knowledge rather than a barrier.

Let us tailor a framework that
incorporates all aspects of
compliance and risk mitigation
for your business activities.



Pearson Trueman & Associates can analyse process maps for accuracy, establish new core process streams and improve processes for optimal business performance and design a solution to meet emerging needs.

process mapping

Case study:

A large financial organisation needed help to identify processes and then develop process flow charts and procedures to consolidate and improve their business productivity.

We worked to identify and validate these processes, before documenting them as step-by-step instructions.

The organisation used the documentation produced to reduce their risk when key people were unavailable, measure productivity and increase return to shareholders.

Using a proven methodology we identified end-to-end processes and mapped current (as-is) processes, then conducted workshops to identify future (to-be) processes.

This information was then authorised by the business and used to support delivery of a new integrated application.

Let us work with you to map
your processes and support
your initiatives.

At Pearson Trueman & Associates, we ensure the process mapping information and documentation delivery we undertake integrates effectively with core business processes.

Pearson Trueman & Associates provides technical writing expertise. Our team of skilled professionals scope your project, develop review processes, prepare documentation to an agreed standard and share the knowledge.

technical writing

Here are just a few of the specialist areas we can assist your business with:

- System reference manuals
- Business requirement definition documents
- Template, forms and style development
- Instructional and technical manuals
- Technical specifications
- Job aids
- Policy, process and procedure documents
- Web content
- Newsletters, presentations and brochures
- Tender preparation and submission
- Test plans
- User manuals
- Quick reference guides
- Online help.


Case studies:

A Victorian emergency response organisation required a quick-reference guide for staff members accessing their emails when absent from the office. The guide was used by staff, resulting in increased productivity and reduced calls to IT Support.

An accounting software provider required us to develop online help to assist their clients when using their software. In partnership with the software provider, we tailored an easy-to-navigate and concise online help system.

Their clients found the online help user-friendly and an improvement on their outdated support materials.

Let us work with you to deliver all your
technical writing requirements.



To ensure the success of your objectives, we deliver instructional design expertise to assist organisations deploy both facilitator-led and self-paced online learning through tailored courses.

learning solutions

Pearson Trueman & Associates design and develop learning solutions to support operational objectives.

Our training team can develop and deliver any additional courses according to your requirements. We can deliver courses through any of these channels:

- On-the-job training and coaching
- Off- the-job courses
- Open learning.

We can assess the best way to deliver learning to meet your requirements and ensure the information is effective in supporting your business.

Here's a case study:

A large professional services organisation needed help to deliver an electronic document management system (EDMS) nationally. We worked with this organisation to develop learning materials, workbooks, facilitator guides, quick reference guides and user manuals for the EDMS.

We identified workflows, and then completed an instructional design. These were simulated to show users how to use the system. Next, we allowed users to navigate the system, before assessing their ability.

The results: The organisation used the materials we delivered to increase firm-wide productivity, strengthen versioning and change control, share knowledge and increase regulatory and legal compliance.

Let us work with you to deliver learning solutions.

let's talk

At Pearson Trueman & Associates

we love what we do.

We have the right people.

When you are truly passionate about your work, it shows in everything from attitude through to final results. Smart businesses know and trust the knowledge we share to help make their strategies a success, whether its corporate communication, change management or process development. The Pearson Trueman & Associates team is dedicated to meeting the highest standards in corporate communication and resourcing.

our clients trust our advice and knowledge

let's talk **you'll love what we do**

