



OUR EVOLVING FUTURE DEMANDS THRIVING LEADERS



CLAIRE GRAY

Leadership & Team Coach
Facilitator & Trainer



Claire is passionate about building high-performing teams and people so that they can thrive. She is an accomplished Leadership & Team Coach, Facilitator, Trainer, Speaker and Author of *Thrive Leaders: Learn the Skills to Lead Confidently*. Claire has worked with small businesses and large corporates in Australia and the UK.



Master of Business
(Human Resource
Management)



Bachelor of
Behavioural
Science



Certified Facet5
Practitioner
(personality
assessment)



Certificate of
Organisational
Coaching with the
Institute of
Executive Coaching
& Leadership



Team Coaching –
Complex Adaptive
Systems with the
Global Team
Coaching Institute



Professional
Certified Coach
with the
International
Coaching
Federation

See Claire in Action
With Greater Western Water

WHY WORK WITH THRIVING CULTURE

Thriving Culture is a Leadership and Team Development practice led by Claire Gray, that delivers training, facilitation, coaching and speaking experiences to clients. We spend time with businesses to understand their strengths and key people challenges and develop a strategy to meet their needs.

Our services include:

LEADERSHIP PROGRAMS	LEADERSHIP DEVELOPMENT	FACILITATION
TEAM COACHING	COACHING	KEYNOTE SPEAKING

We are a strong team of 4, that focus on high impact, quality experiences that develop leaders, teams and cultures.

WHAT WE PROVIDE

VALUE TO YOU

Extensive leadership, team, organisational development and culture experience

Enable your business strategy through your people, to build high-performing leadership teams and cultures

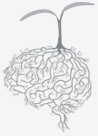
Passion for embedding sustainable change that sticks

We understand the common pitfalls faced when implementing behavioural change and navigate this in a practical way

Innovative and intuitive approaches

We provide best practice insights, theory and frameworks coupled with hands-on-experience focused on leadership and performance-based outcomes

OUR PROGRAMS



EMERGING LEADERS

Learn the fundamentals of leadership.

The Emerging Leaders Program has been designed to speed up this process so you can learn the leadership fundamentals.



THRIVING LEADERS

Learn the skills to lead confidently

Thriving Leaders has been specifically designed to teach leaders the skills required to manage others and how to build a high-performing team.



THRIVING WOMEN IN LEADERSHIP

An immersive learning experience to help female leaders thrive and build confidence

We have developed an immersive learning experience specifically for women to build confidence, plan and advance their careers and position themselves for future success as influential leaders in their organisations and beyond.



ADAPTIVE LEADERSHIP

Face into adaptive challenges that require systemic cultural shifts

The Adaptive Leadership Program has been designed using the Harvard Kennedy School Adaptive Leadership Framework to help mobile people to overcome challenges.



THRIVING ACADEMY

Our new online learning platform which supports all of our programs above.

OUR SERVICES



LEADERSHIP DEVELOPMENT

Tailored Programs to Uplift Leadership Capability in your Organisation

The focus of our leadership development programs is to build leadership capability for high performance.



THRIVING TEAMS

Build a High-Performing Effective Team

The Thriving Team sessions are focused on the team's effectiveness, as this will lead to high performance and help unify the organisation to meet the strategic goals.



FACILITATION

Deliver real business outcomes

Claire is a highly skilled facilitator who uses her intuition and ability to read the room to get the best out of the group.



COACHING

Accelerate your journey with 1:1 support

Coaching is a great way to clarify your purpose and values and set meaningful goals towards the leader you want to be, the career you want to have and the life you want to lead.



KEYNOTE SPEAKING

Experiences that engage the mind

Claire provides experiences and speaks at conferences and all team events. These can be face-to-face or virtual. Keynotes range from 45mins, 60mins to 90mins.

LEADERSHIP DEVELOPMENT TRAINING



“Claire has the ability to be able to engage a group of people in those concepts and make them feel like they have the confidence and the capability to apply them. She's fantastic at what she does, and it's been a real pleasure to work with her.”

Louise Meadows – Chief People Officer, Greater Western Water

At Thriving Culture we design leadership development programs to build the relevant capabilities that you need to develop in your organisation and high performance. We create tailored programs to suit your business objectives, culture and the capabilities most needed to be developed.

Our learnings deliver lasting behavioural change, focused on your organisation's leadership capabilities and values, using evidence-based insights combined with practical models and applications to embed learning.

Sessions can be full day, half day, 2 hour or 90mins, face to face or virtual.

TAILORED LEADERSHIP TRAINING THAT HAS BEEN DELIVERED INCLUDES:

- Authentic Leadership
- High Performing Teams
- Feedback Cultures
- Leader as Coach
- Communication
- Managing People Through Change
- Accountability
- Effective Decision Making
- Resilient Leadership

EMERGING LEADERS

Learn the fundamentals of leadership.

Often, first-time leaders with solid experience and technical capabilities are promoted into leadership positions. They find themselves leading a team and facing a variety of situations never previously encountered. If this is you, you know it can be challenging—especially when you don't have the essential tools. The result is often a loss of confidence.

Leaders in these situations will continue to invest in their technical skills to stay current. This is important; however, what is equally, if not more, significant is investing in leadership development.

The Emerging Leaders Program has been designed to speed up this process so you can learn the leadership fundamentals. The program focuses on 3 core areas:

LEADING SELF

LEADING OTHERS

LEADING TEAMS

WHO IS THE PROGRAM FOR?

- First-time leaders
- People leaders who have been in their role for less than 2 years
- Future leaders, soon to be leading people
- Leaders lacking confidence in their ability

WHAT IT INCLUDES:

- 4 x 90min interactive sessions
- 4-week program for 1.5 hours per week, practical sessions in small groups to allow for collaboration, sharing and peer learning.
- Facet5 Spotlight report - to build self-awareness.
- VIA Character Strengths – to understand your top 5 strengths.
- A copy of the book Thriving Leaders: Learn the Skills to Lead Confidently.
- Access to Thriving Academy, our online learning platform.
- Curated activities, videos, and readings will embed learning in between sessions.
- Bound workbook with all activities to refer to after the program.

INVESTMENT

\$2,400 + GST to join our public program

Please get in touch to develop a program for your team or organisation.

EMERGING LEADERS

Select an individual topic or use as part of a Thriving Leaders Program.

Sessions can be facilitated as Full Day, Half Day, 2 hour or 90min. Face to face or virtual.

WHAT YOU WILL LEARN:

SESSION	LEARNING OBJECTIVES
LEADING SELF	<ul style="list-style-type: none">• Learn the fundamentals of leadership.• Self-awareness is pivotal to leadership and an appreciation of how you might be seen by others.• Identify your strengths to understand how to get the best out of yourself and the team.
LEADING OTHERS	<ul style="list-style-type: none">• Delegating and leading through others rather than doing yourself.• Setting boundaries, communicating expectations and holding others accountable to these expectations.• Managing performance and development.
LEADING TEAM	<ul style="list-style-type: none">• Examine your team's dynamics.• Review your operating rhythm and meeting effectiveness.• Understand how to develop a team purpose and goals.

"Claire was great! Rarely do we have external facilitators that take the time to understand what we do to make the course relevant and have meaningful applications. It was clear Claire had taken the time to become familiar with this and keep abreast of current changes that were happening in the workplace also."

Diana Sholl, Childrens Court of Victoria

THRIVING LEADERS

Learn the skills to lead confidently.

When do you think most managers commence their leadership training? Intuitively, you would presume it to be early in their leadership careers. On average, leaders move into their first position between the ages of 30–35 but they don't complete leadership training, on average, until 40–45—that's ten years after they started in their leadership positions (Zenger, 2012).

These leaders are left to observe what others have done and try to emulate their leadership. If they are lucky, they have a strong leader who can support them. Once they have completed leadership training, they must relearn new ways of leading and unlearn habits that have not been serving them.

The Thriving Leaders program focuses on the core skills leaders need to manage their team effectively, to be high-performing. Thriving Leaders has been specifically designed to teach leaders the skills required to manage others and how to build a high-performing team.

WHO IS THE PROGRAM FOR?

- Leaders who have been leading a team without any functional training.
- People leaders who have been in a leadership role for at least two years (if less than 2 years, please see our Emerging Leader Program).
- Leaders who lead other leaders.

WHAT IT INCLUDES:

- 6-week program for 1.5 hours per week, intimate group learning sessions to allow for collaboration, sharing and peer learning.
- Access to Thriving Academy, our online learning platform.
- Curated activities, videos, and readings will embed learning in between sessions.
- Facet5 Profile - to understand your personality and your leadership style.
- VIA Character Strengths 24 Report – to understand your top 5 strengths.
- A copy of the book Thriving Leaders: Learn the Skills to Lead Confidently.
- Bound workbook with all activities to refer to after the program.

INVESTMENT

\$3,300 + GST to join our public program

Please get in touch to develop a program for your team or organisation.

THRIVING LEADERS



THRIVING LEADERS MODEL

UNDERSTANDING SELF AND OTHERS

Develop the skills to understand and articulate your authentic leadership style. We will explore how to build a high-performing team through purpose, relationships and accountability.

EMPOWER AND DEVELOP TEAM

Get practical on how to deliver on how to deliver and receive feedback and face difficult conversations. You will build skills to empower your team by taking a coaching approach. You will make the shift from telling your team what to do, to asking powerful questions so they can solve their own problems.

CONNECT TO PURPOSE

Explore the skills you need to hold your team accountable. You will learn to provide clarity and set effective goals. Additionally, you will learn to better understand communication and how to influence your team through clear messaging.

"Claire brings a fantastic model of leadership that really fits with our thinking about thriving and leadership at Greater Western Water. So, we're loving working with Claire."

Maree Lang – Managing Director, Greater Western Water

THRIVING LEADERS PROGRAM

Select an individual topic or use as part of a Thriving Leaders Program.

Sessions can be facilitated as Full Day, Half Day, 2 hour or 90min. Face to face or virtual.

SESSION	LEARNING OBJECTIVES
LEADERSHIP STYLE	<ul style="list-style-type: none"> • Understand natural personality preferences (using Facet5) • Understand your values, purpose and strengths • Impact of leadership style on others • Understand your role as a leader and expectations
THRIVING TEAMS	<ul style="list-style-type: none"> • What it takes to build a high-performing team • How to build trust and psychological safety with your team • Examine team dynamics – personality styles to get the best out of them. • Develop positive leadership strategies for greater team impact
FEEDBACK	<ul style="list-style-type: none"> • Learn how to effectively deliver actionable feedback • Tools for difficult conversations • Understand how you naturally receive feedback • Your role in creating a feedback culture
COACHING	<ul style="list-style-type: none"> • What is coaching, when to apply to empower and develop your team • Principles of effective solution focused coaching • Practice the skill of coaching • How to coach in the moment with your team
ACCOUNTABILITY	<ul style="list-style-type: none"> • Clarity on how to hold your team accountable • Setting clear expectations, boundaries and delegation • Operating rhythms • Effective decision making
COMMUNICATION	<ul style="list-style-type: none"> • Understand how to connect employees to purpose • Consider the types of conversations you have with your teams • Communicate with influence and impact • Managing people through change

THRIVING WOMEN IN LEADERSHIP

An immersive learning experience to help female leaders thrive and build confidence.

Women are underrepresented in leadership roles globally and in key decision-making roles across almost all industries in the Australian workforce. Thriving Culture believes that all women have the right to reach their potential.

The Business Council of Australia, McKinsey & Company, and the Workplace Gender Equality Agency found that developing rising women and investing in their leadership capabilities will help increase the number of women in leadership positions.

We have developed an immersive learning experience specifically for women to build confidence, plan and advance their careers and position themselves for future success as influential leaders in their organisations and beyond.

WHO IS THE PROGRAM FOR?

This program is for high-potential women who want to advance in their careers and become influential leaders in their organisations and beyond.

WHAT IT INCLUDES:

- 6-week program for 1.5 hours per week, intimate group learning sessions to allow for collaboration, sharing and peer learning.
- Access to Thriving Academy, our online learning platform.
- Curated activities, videos, and readings will embed learning in between sessions.
- Gallup Strengths Diagnostic
- Facet5 SuperSkills Report
- A copy of the book Thriving Leaders: Learn the Skills to Lead Confidently.
- Sponsors and mentors will be identified for future growth beyond the program.
- Bound workbook with all activities to refer to after the program.

INVESTMENT

\$3,300 + GST to join our public program

Please get in touch to develop a program for your team or organisation.

THRIVING WOMEN IN LEADERSHIP

WHAT YOU WILL LEARN:

SESSION	LEARNING OBJECTIVES
AUTHENTIC LEADERSHIP	<ul style="list-style-type: none"> • Understand your strengths and how to leverage them for career success. • Determine your authentic leadership style, specifically as a woman in leadership. • Build confidence, challenge limiting beliefs and alleviate imposter syndrome.
COMMUNICATION	<ul style="list-style-type: none"> • Communicate with influence and impact. • The art of conversation with the science of personality to improve relationships. • Understand your communication style and adapt your style to the audience.
PERSONAL BRAND	<ul style="list-style-type: none"> • What do you want to be known for? • Develop and practice your elevator pitch. • Internal and external presence, including LinkedIn profiles and presence.
STRATEGIC RELATIONSHIPS	<ul style="list-style-type: none"> • Strategically networking and connecting inside and outside your organisation. • Develop key mentoring relationships that will enable your future growth. • Identify sponsors to advocate for you now and in the future.
CAREER PLANNING	<ul style="list-style-type: none"> • Developing your own career purpose and development plan • Understand barriers to progression and how to overcome them. • Negotiating and asking for what you want.
WORK-LIFE RESILIENCE	<ul style="list-style-type: none"> • The roles women have in life and as leaders and how to apply to your own work-life integration. • Staying at your best and focusing on health and wellbeing. • Apply positive psychology principles to be a resilient leader.

ADAPTIVE LEADERSHIP

Face into adaptive challenges that require systemic cultural shifts

Leaders face technical challenges that can be addressed with a one-off solution that has generally been seen before. But leaders also face adaptive challenges that require systemic cultural shifts.

According to Harvard professors Marty Linsky and Ronald Heifetz, adaptive leadership is anticipating challenges and root causes, and recognising risks and where an organisation should place its time. Adaptive leadership means mobilising people to overcome challenges.

Adaptive challenges are complex; they require listening and feedback loops, and observing and interpreting the situation. We must learn the way forward and make decisions based on our interpretations. This requires readiness and nimbleness to pivot and change direction. It also requires a level of comfort in ambiguity. The volatile and uncertain world we live in has required adaptive leadership more and more.

The Adaptive Leadership Program has been designed using the Harvard Kennedy School Adaptive Leadership Framework to help mobile people to overcome challenges. The program's objectives will be to create connections and a cohort of leaders who build their strategic leadership capability, tackle challenges systemically and learn their way forward.

WHO IS THE PROGRAM FOR?

Executive leaders, C-Suite, Business owners, General Managers, Directors and Heads of

WHAT IT INCLUDES:

- 6-month program for 1.5 hours per month, intimate group learning sessions to allow for collaboration, sharing and peer learning.
- A cohort of Executive Leaders to share challenges and impart wisdom.
- Access to Thriving Academy, our online learning platform.
- Curated activities, videos and readings to embed learning in between sessions.
- A copy of the book *Your Leadership Edge: Tools and Strategies for When Everyone Leads*

INVESTMENT

\$7,200 + GST to join our public program

Please get in touch to develop a program for your team or organisation.

ADAPTIVE LEADERSHIP

WHAT YOU WILL LEARN

- Understand the difference between adaptive and technical challenges.
- Manage self, including strengths, vulnerabilities and triggers.
- Get comfortable with uncertainty and conflict including competing values.
- Energise others, work across factions and inspire a collective purpose.
- Intervene Skilfully. Raise the heat. Speak from the heart. Give the work back.
- Help leaders diagnose patterns, feedback loops and consequences for actions and decisions in systemic challenges.
- Using Case-in-Point mythology an immersive experiential methodology for developing leaders by experiencing, recognising, naming and reflecting while the group experiences them in real time.
- Peer consultation process. Each participant brings a leadership challenge in their system. In small groups a structured process with time boundaries and specific roles.

The surprising part about the course was the comradery. And to be honest, the retention rate how everyone stayed engaged. Like, really engaged...It was a really content rich course and I'm probably going to have two years of implementation coming to me, but the best thing was, I realised, okay this is my job now..my job is to look for opportunity in all the issues in my organisation.

Mason Taylor, Founder, Superfeast

3 REASONS WHY THIS PROGRAM IS DIFFERENT

1. We live in a world of ambiguity and volatility. This program helps leaders face into these challenges using frameworks to learn their way forward.
2. Solve real leadership challenges with an accredited coach trained at Harvard in the Adaptive Leadership Framework.
3. Gain insights from other Executive leaders and relationships for future learnings.

"Working with Claire at Thriving Culture has helped us not only expand our business but build a team of high performing consultants that are in demand. Our partnership has allowed our leadership team to adapt to changing environments and grow both personally and professionally."

Jimmy Stewart, Managing Director, JVAT Australia

FACILITATION

Deliver real business outcomes



Claire facilitates sessions with small to large groups that deliver business outcomes. She works closely with her clients to develop sessions that are meaningful and meet the objectives of the organisation. The impact lasts beyond the session itself.

Claire is a highly skilled facilitator who uses her intuition and ability to read the room to get the best out of the group. Her knowledge and experience ensure that everything is said that needs to be and allows the group to move together to achieve a shared outcome. Her strong commercial acumen and understanding of culture and people ensures that multiple outcomes can be met in one session.

Claire's energetic and authentic style allows her to quickly build trust and an empathetic environment, where participants feel safe to open up. This allows her to ask the challenging questions to push people out of their comfort zones.

SESSIONS WE HAVE FACILITATED, INCLUDE:

- Strategy Sessions
- Operationalising Strategy
- Culture Workshops
- Purpose, Values and Behaviours
- Team Days
- All Team Conferences
- Career Development Planning
- Workshops

Claire's approach allows for deep reflection, interaction and drives actionable outcomes. Claire is passionate about building capability to be effective at work and in life.

THRIVING TEAMS

Build a High-Performing Effective Team

A high-performing team focuses on its common purpose and goals. Team members work together through strong relationships and shared accountability to deliver exceptional business results.

The Thriving Team sessions are focused on the team's effectiveness, as this will lead to high performance and help unify the organisation to meet the strategic goals. The sessions will focus on how to understand their own individual leadership styles to build self-awareness and understand how each team member operates, their shared value and how to get the best out of each other. Teams don't operate in isolation. They are part of a complex adaptive system with external influences such as stakeholders. We develop positive leadership strategies for greater team impact that can be sustained by the team. We do this through working through real business challenges and applying research, frameworks and the Thriving Teams Model.

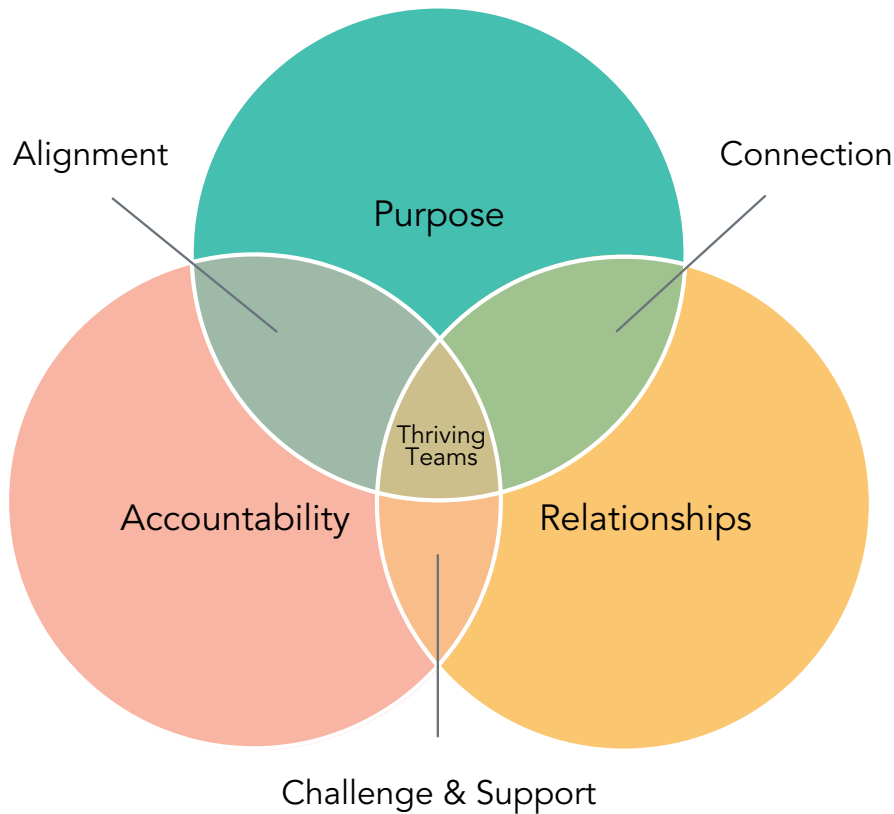
DELIVERABLES

- 4-6 x full-day sessions to improve Team effectiveness over a 9-12 month period.
- Facet5 Profile
- 1:1 Facet5 debrief
- Interview with each team member to understand what is working well, and what can be improved with the team
- TeamScape report
- Activities in between sessions
- Book Thriving Leaders: Learn the Skills to Lead Confidently

OUTCOMES

- Build self-awareness and understand personality styles to help the team build trust and cultivate high performance.
- Work on real business challenges and priorities, including a Team Purpose that unifies the team.
- Improve relationships by developing psychological safety and trust, so team members can effectively challenge and support each other.
- Hold each other accountable and gain alignment of stakeholders.
- Develop leadership capability and improve ways of working with each other.
- Use researched practices and practical tools leaders can apply in their interactions and role model the expected leadership capabilities.
- Identify Executive Team strengths, limitations, risks and challenges to gain collective actionable steps to improve their effectiveness

THRIVING TEAMS



THRIVING TEAMS MODEL

Purpose – Why

- Team purpose
- Meaningful work

Connection

- Team processes
- Togetherness

Relationships – How

- Psychological safety
- Trust

Challenge & Support

- Healthy debate
- Learning

Accountability – What and When

- Clear direction
- Hold each other accountable

Alignment

- Team
- Stakeholders

COACHING

Accelerate your journey with 1:1 support



Coaching is a great way to clarify your purpose and values, learn and set meaningful goals towards the life you want to live.

Claire's approach to coaching:

- Strengths-based
- Challenges limiting beliefs
- Builds confidence
- Drives action
- Holds you accountable

“Claire was really an effective coach and I believe some of this is about the connection she created. Very relatable and a good listener, followed by options to consider in terms of approach and style. What was most valuable was the different strategies to solve different leadership challenges.”

Kristy Simmonds, Executive General Manager, Claro Aged Care

COACHING

Accelerate your journey with 1:1 support

Areas that Claire has worked with leaders on include:

- Become a more effective and confident leader
- Building self-awareness and understanding how your own style can impact others
- Build an empathetic leadership style
- Become a more assertive leader

Working with clients face-to-face, by phone or Zoom, Claire uses personality and strengths diagnostics to build self-awareness.

Claire has completed over 700 coaching hours and is accredited with the Institute of Executive Coaching & Leadership, the International Coaching Federation and the Global Team Coaching Institute.

DELIVERABLES

- 5 x 90min one-to-one coaching sessions over 3-6 months
- 45-minute video call with sponsor dialling in for 20 minutes to confirm their aspirations from the coaching sessions
- Coaching agreement to define goals and outcomes you wish to achieve from our coaching sessions
- Facet5 Personality Assessment profile and debrief to build self-awareness
- VIA Character Strengths Survey to understand your values and strengths
- Relevant leadership readings and activities between coaching sessions
- Unlimited emails and phone calls between sessions
- Includes a copy of Claire's book, *Thriving Leaders: Learn the Skills to Lead Confidently*

INVESTMENT

\$6,750 + GST per person

KEYNOTE SPEAKING

Experiences that engage the mind



Claire is an energetic, insightful and memorable keynote speaker. She takes the audiences on a journey to challenge their thinking, reflect on their own leadership style and provides actionable ideas for the audience to take away to create a high-performing team culture.

As the author of *Thriving Leaders - Learn the Skills to Lead Confidently*, she uses evidence-based research coupled with compelling and relatable stories to engage and entertain the audience. Her keynotes are highly interactive allowing space for reflection and a plan for action.

1
HOW TO BUILD THRIVING TEAMS
2
AMPLIFY AUTHENTICITY
3
THE ART OF ACCOUNTABILITY
4
LEVERAGE YOUR STRENGTHS

KEYNOTE DELIVERABLES



“Claire has an extraordinary ability to get the best out of teams and individuals. She has worked closely with our Executive team to help us to perform and achieve at a high level in a complex and dynamic environment. Her thorough knowledge and sophisticated facilitation has proven invaluable and we genuinely value our ongoing relationship.”

Tony Davies, Chief Executive Officer, Social Futures

HOW TO BUILD THRIVING TEAMS

- Explore empirical research and high-performing team theory.
- Understand the three components of a thriving team.
- Analyse team dynamics using the Thriving Teams Model.
- Discover practical ways to build a thriving culture and create real relationships within your team.

AMPLIFY AUTHENTICITY

- Embrace authentic leadership by being transparent, honest, and genuine.
- Learn to bring your true self to work and show vulnerability.
- Understand the different roles you play as a leader.
- Dial up or down different parts of your personality based on the situation.

THE ART OF ACCOUNTABILITY

- Shift the mindset of accountability into a positive force.
- Explore barriers to holding people accountable.
- Understand the underlying issues when accountability is lacking.
- Reflect on the 4Cs of Accountability and create a culture of accountability.

LEVERAGING YOUR STRENGTHS

- Understand and leverage your strengths.
- Explore positive psychology techniques for personal development.
- Address imposter syndrome and its impact.
- Challenge limiting beliefs and build confidence with practical reframing techniques.

DIAGNOSTICS

FACET5 PROFILE



TEAMScape



SUPERSKILLS



SPOTLIGHT



VIA CHARACTER STRENGTHS



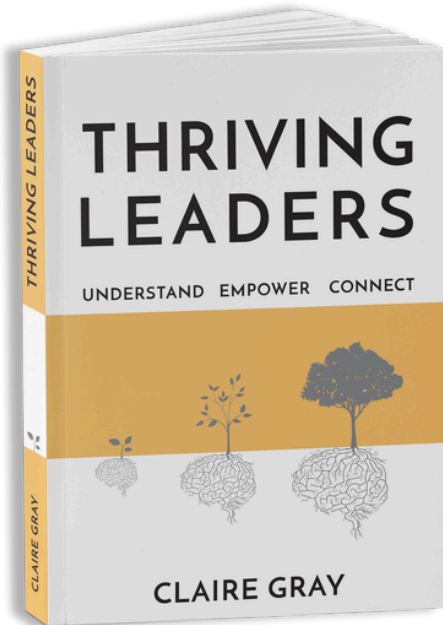
GALLUP STRENGTHS FINDER



BOOK

THRIVING LEADERS

Learn the Skills to Lead Confidently



This book supports learning through the programs and assists participants when they want to return to different themes covered in our sessions.

Often, leaders with solid experience and technical capabilities are promoted into leadership positions. They find themselves leading a team and facing a variety of situations they have never encountered previously. This book helps leaders tap into their authentic leadership style, adapt and lead effectively.



I just read your book, and I think you have done an amazing job of collecting, synthesising and illustrating the breadth of leadership thinking. You really punched out so many topics in this book — which is easy to read, erudite and very practical all at once — a very rare combination! You promise in the intro not to repeat a single idea in multiple ways, and you delivered. And for almost all of the topics you give additional readings if you want to go deeper on a topic. Reading your book reminded me of so many lessons (some I practise and some I need to come back to). Whether you are starting out, or whether you just need a refresher on what you've learnt before; and to gleam a few fresh insights look. One of my favourites insights is on the challenging of limiting beliefs — and how often our own stories hold us back from realising our potential."

John Cox, CIO at Coles

THRIVING CULTURE

TRUSTED CLIENT RELATIONSHIPS



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