

Effectiveness Interns Team (EIT)

Case Studies
& Testimonials



*Leveraging wisdom
to make the world
a better place*

Overview

Synergy Global is an International Effectiveness Practice providing Effectiveness Consulting, Change Facilitation & Executive Coaching services for people wishing to focus on strategic priorities & major change programs.

We are currently offering a cutting edge 12-week senior graduate work experience program with the opportunity to extend to a paid internship.

The internship is a unique opportunity to discuss with our CEO how to specifically gear the internship to cater for your interests, skills & Continuous Professional Development (CPD) as well as partnering with the SG team.

As we are a diverse & creative team anyone with any degree may apply but preferably Commerce, HR/OD, Arts & IT Graduates.



Role Profiles cover the following 3 key areas:

- 1) SG Strategy & Marketing Plan
 - Contribute to Social Media e.g. LI
 - Draft appropriate Blogs
 - Business Development (BD)
- 2) Project Management
 - IT support & Business Analytics
 - Updating OneDrive
 - Website Development (WordPress) & SEO
- 3) Continuous Quality Improvement (CQI)
 - Lead by example /Role-modelling
 - Daily Reflective Practice (RP)
 - Motivational Score/Outcomes/Learnings



Synergy Global Pty Ltd

www.synergy-global.com

Exec Sponsor: Heather-Jane Gray, Chief Executive
+61 (0) 439 066 067, heather-jane@synergy-global.com

Team Leader : Sanjana Jayakumar

SG HQ: 4 Barker Court, Cape Schanck, VIC 3939, AUS

Role: Effectiveness Intern



Duration: A minimum of 12wks, 2-3 days p/w (Wed-Thu) with the benefit of daily Reflective Practice; weekly CPD/Peer Mentoring Coaching; Individual Performance Reviews; & Team Development Calls with our *Synergy Global Leadership Team* (SGLT). If interested, please contact Heather-Jane with a cover letter & 2-page CV.

Career Development: There is an opportunity for paid internship/employment after completing **GOLD** (equivalent to a full-time 3-month internship) if a vacant support role is available.



Interns are assessed against the SG Competency Framework™ & given comprehensive development feedback on how to close any remaining gaps in their knowledge, skills, values-based behaviours.



Carolyn Gleixner

Duration: Jan 2014 – Apr 2015 (3 days per week)
Degree: BA of Construction Management (1st Class Hons) & MA Project Management, RMIT

“I will never forget the ‘real world’ skills I developed at Synergy Global & the importance of self-reflection to help continually improve my work behaviours & competences – thanks so much for giving me the tools to succeed in my career & my life.”

Key Learnings:

- 1) Communication
 - Specificity, Chunking up (Big Picture)
 - 3-point plan (9 point plan for detail)
- 2) Outcomes & Reflective Practice (RP)
 - Prioritising, Self-awareness & desire to improve
 - Strategic & Operational Deliverables
- 3) Exceeding Stakeholder Expectations
 - Continuous Quality Improvement
 - Building initiative & always be a step ahead

Carolyn was approached by Heather-Jane Gray, to become an Effectiveness Intern. With her background in Construction & Project Management, plus experience in Local Politics she quickly assimilated into Synergy’s fast paced environment showing her skills in her attention to detail. Areas in need of improvement were chunking up to see & use the ‘big picture’, clarity/specificity in her comm/instructions, & the ability to prioritise.

In her year’s work with SG Carolyn learnt to use a more structured approach to develop these areas including the use of the ‘3-point plan’ & reflective practice, as well as regular coaching sessions with Heather-Jane Gray. These improved her abilities with self-awareness, communication & Continuous Quality Improvement (CQI) by adding value to & supporting the SG Leadership Teams.

Midway through her internship, Carolyn was promoted to Team Leader, taking on the challenge of developing & recruiting SG Effectiveness Interns Team.

With this opportunity she enhanced her abilities in envisioning the big picture, delegation, multitasking/flexibility & the ability to give specific instructions in order to support & guide her team. With Carolyn’s initiative, organisation, project management & leadership skills, she has now moved on with her career, securing new roles — AUS to Germany Continuous Professional Development (CPD).



Noah Dau

“Working at Synergy Global helps me see the linkages I have missed during my university; it ameliorates my misunderstanding, enhances my knowledge pool & reinforces my strengths. Also, it allows me to see areas that I can improve”.

Key Learnings:

- 1) Strategic Thinking & Project Charters
 - SMART Goals – to integrate with strategies
 - Project Charter; re-negotiating & re-planning
- 2) Values-based Thinking & Behaviours
 - Why we do things we do? What keep us passionate?
 - Living with values: plan for specific development
 - Understanding brand values & their integration
- 3) Continuous Quality Improvement
 - Aim for Excellence, not Perfection
 - Utilising different viewpoints & opinions
 - Making the effort for value-adding & initiatives

Noah came to us with an eye for the big picture & an approachable, friendly attitude. He quickly showed his talents in producing work at a fast pace in line with corporate expectations. His goals for improvement were his English speaking abilities in professional workplaces, applying his strategic thinking/theoretical knowledge to practical workplace problem-solving, & better follow-up/project management.

To affect the changes, he learnt how to draft & deliver SMART goals with strategies, working on specific tasks in order to achieve the big picture. With his background in communication design he has been placed in charge of SG Website Revamp.

Synergy’s supportive values-based culture, has taught Noah how to plan his personal development according to where his values lie & what he’s most passionate about. He is also learning how to appreciate & utilise different perspectives to find common areas of interest with others in order to work together towards mutually satisfying goals.

Due to Noah’s achievements over his year with SG, he has recently been promoted to become the new Team Leader — Corporate Communications & is learning new skills in delegation, articulation of instructions as well as talent/staff management.

Duration: Feb 2014 – Sep 2016 (3 days per week)
Degree: BA of Marketing, Monash University & BA of Communication Design, Swinburne University



Linda Nguyen

Duration: Apr 2014 – Sep 2014 (3 days per week)
Degree: Bachelor of Marketing & Master in Risk
Management, Monash University

“The Internship has enabled me to utilise my degrees by allowing me to acquire relevant skills & practical business acumen associated with BD. During my time at SG I have gained new skills & my marketing knowledge has greatly enhanced setting me up for future employment in marketing.”

Key Learnings:

- 1) Communication
 - Elevator Pitch – quickly & simply deliver messages
 - Healthy arguments with team re negotiation skills
 - Confirm understanding & ask ‘Better Questions’
- 2) Interpersonal skills
 - Critical thinking & Active listening
 - Good oral & written communication
- 3) Outcomes & Time Management
 - Reflective Practice (RP) – 3 learnings daily;
 - Re-prioritising – due to Time & Important
 - Continuous Quality Improvement (CQI)

Linda came to SG with strong decision-making skills & a passionate outlook in her professional discipline. Specifically, the degree provided her with an understanding of practical cases in Not-for-Profit Organisations, Issues in Competitive Advantage, Marketing Planning & Implementation.

Through these projects she gained practical skills in these areas & became more confident in her competence — enjoying active debate with her colleagues. She also improved her critical thinking — identifying strengths & weaknesses of alternative recommendations; active listening, whilst seeking to understand various perspectives by asking better questions; comprehensive spoken & written communication — conveying ideas/messages succinctly & delivering presentations professionally to various target audiences; & effective professional writing.

She has also developed professional relationships having had the chance to meet & network with industry professionals which has also helped her adapt to AUS culture in both workplace & social environments. Overall, Linda has achieved strength & self-confidence to practice independence & responsibility at work as well as the ability to deliver a fluent & impressive presentation/conversation in English.



Pooja Gopi

Duration: Feb 2018 - April 2018
Degree: Master of Information Technology Business
Analysis

" I am really appreciative of the great opportunity provided to me in working closely with Heather-Jane, Chief Executive of Synergy Global. One key learning that I take with me to the future is how to sweep up every possible opportunity & make the best of it."

Key Learnings:

- 1) Communication
 - The art of appreciation – HAPPS Model
 - Better 'requirements' gathering techniques
 - Better at networking & social interaction
- 2) Outcomes & Reflective Practice (RP)
 - Working smarter rather than harder
 - Daily Reflective Practice: increase self-awareness
 - Better understanding of using finite resources
- 3) System
 - Gained experience in using Adobe Photoshop
 - Understanding the fundamentals of WordPress
 - Understanding IT implementation in an SME

Pooja came to *Synergy Global* through the Effectiveness Intern's Team (EIT) Program with a 'can do' attitude. She has always focused on boosting positive-encouragement & creating friendly work environment helping her better connect with team members.

She comes from a 5 years of IT study background, which helped SG to manage technical issues & change. During her time in EIT, she sharpened her technical skills in Adobe Photoshop & Word Press. Working with Synergy Global has helped her understand the importance & better implementation of Continuous Quality Improvement (CQI) & Branding in a crowded market-place. While working in the team she has managed to come up with easy & quick solutions to various technical problems.

SG has a strong values-based learning & working culture, which helped her to gain an understanding of personal & professional values among team members as well as in life. During her internship, she also learnt to prioritise her tasks. Overall, Pooja has gained understanding of resource management in an SME & how to work quickly to tight deadlines.



Sanjana Jayakumar

Duration: Jan 2019 - Present

Degree: Master of Information Technology
(Professional Computing, Swinburne University)

" SG has given me an opportunity to practice my skills & knowledge that I developed during my bachelors & master's program. It has also helped me grow stronger & to be a confident person professionally. I can definitely say, with constant reflective practice, coaching from Heather-Jane, I have improved self awareness & leadership qualities"

Sanjana joined SG as an Effectiveness Intern, with all the energy to learn & ability to multitask. She was flexible in casting her skills & attention to details.

She adapted Reflective Practice (RP) in her day to day life after continuous practice. It helped her cultivate the Chunking up, Prioritising & Specificity skills which let her see a Bigger Picture eventually. Her goal was to boost the confidence level within her for entering the corporate world. She also aimed to improve SG social media stats & SEO through organic activities. To bring that into action, she learnt LinkedIn & Facebook analytics by applying SMART goals strategic thinking.

Her education background being Computer Science & Information Technology, she is placed to oversee the SG Marketing Plan - specifically the Social Media Analysis. She also learnt to manage her studies & work together. At SG, she was assigned to perform various other tasks such as gathering information for the RFT/RFQ appendices, assisting other interns & consultants with Recruitment & Orientation (R&O), solving technical glitch at HQ apart from her Project.

Soon she realised the need to be flexible to meet the deadlines. During the commencement of her internship, Sanjana was promoted as the EIT Team Leader, managing interns. This was the time for her to grab the opportunity to enhance her Leadership & Project Management Skills. Being thankful for the friendly & supportive working environment at SG, Sanjana remained positive and confident throughout the process.

Key Learnings:

- 1) Communication
 - Chunking Up Skills & Ask 'Better Questions'
 - SG Elevator Pitch
- 2) Continuous Quality Improvement (CQI)
 - Adding value & Encourage Perspective Thinking
 - Raise the standard in alignment
- 3) Marketing
 - Improved EOO & ACQI SG website
 - Updated marketing deck



Mai Ngo

Duration: Sep 2014 – Jan 2015 (1-2 days per week)
Degree: Bachelor of Business (Marketing), Monash University



Juliet Hindmarsh

Duration: Mar 2015 – Dec 2015 (3 days per week)
Degree: Bachelor of Creative Arts (Drama), Deakin University



Elisha Nguyen

Duration: Apr 2015 – current
Degree: Bachelor of Commerce (Marketing & Finance) & Masters of Professional Accounting



Anh Doan



Hanh Nguyen



Hayley Ngo

Duration: Apr 2015 – Aug 2015 (1-2 days per week)
Degree: Bachelor of Marketing, Monash University

Duration: Dec 2015 (3 days per week)
Degree: Master of Financial Analysis, La Trobe

Duration: Jul 2016 – Jul 2017 (2-3 days per week)
Degree: Bachelor of Commerce (Marketing & Finance), Monash University



Tharika Mohandasan

Duration: Jul 2016 – Jul 2017 (2-3 days per week)
Degree: Bachelor of Commerce (Marketing and Finance), Monash University



Mia Huynh

Duration: Mar 2017 – Oct 2017 (2 days per week)
Degree: Master of Financial Analysis, La Trobe



Sushmitha Bhogadi

Duration: Aug 2018 - Dec 2018
Degree: Master of Business Information Systems, Swinburne University



Avdesh Shivalya

Duration: Jan 2018 - Apr 2019 (2 days per week)
Degree: Master of Information Technology,
Swinburne University



Yadu Krishnan

Duration: Jan 2018
Degree: Master of Information Technology Business
Analysis, Swinburne University



Quinne Nguyen

Duration: Jan 2019 - Apr 2019
Degree: Bachelor of Business (Accountancy),
RMIT University