



**Serenidad**<sup>®</sup>  
C o n s u l t i n g



# CORPORATE PROFILE



**Serenidad**<sup>®</sup>  
C o n s u l t i n g

and **The Peace Ranch**<sup>®</sup> are the Registered Trademarks for all Serenidad Consulting operating entities

## WHO WE ARE

Serenidad Consulting® was created in January 2010, founded on the unwavering principles of *Excellence, Great Leadership* and *Positive Personal Power*. These principles are reflected, as much as humanly possible, in every aspect of our business operations and philanthropic activities world-wide.

Our Founder and Chief Executive Officer, Nola Hennessy, leads Serenidad Consulting®, a truly unique and evergreen organization that delivers products and services via three core business streams – **management, business and specialist consulting; education and training; and peace negotiation** – underpinned by both our principles and a strategic intent to facilitate a shift to more positive, constructive relationships and, with the support of like-minded others, global peace.

Nola looks at global peace through an educator's lens, is committed to working with others to see this vision become a reality, and has an **enduring** commitment to empowering people. This in turn empowers Serenidad Consulting® to remain focused on the strategy of *prevention to achieve sustainable change*. Nola is ably supported by her teams of consultants and staff, many of whom have worked with and for the organization since inception.

Serenidad Consulting® Head Office is currently based in Queensland, Australia with our plan being to refresh/replace our US operation to a not-for-profit model in due course. Our first The Peace Ranch® facility will be located on Australia's Gold Coast and other facilities, including in the Americas, Europe and the UK, will follow. As we support clients globally utilising a range of experienced and specialist consultants located around the world, our operations in each regional location are managed using a consistent business governance model, based on a combination of Australian and International Standards, which helps assure that cost effectiveness and business efficiencies can be achieved through all business streams.

### *Why are we unique?*

Serenidad Consulting® was formed to empower, inform, guide, and support. Each consultant and employee who joins and stays within our broader team, regardless of their regional location, demonstrates a commitment to our vision, [Quality Policy](#) and principles.

Serenidad Consulting® is led with passion and purpose; we view positive and constructive relationships as being pivotal to service excellence, quality of deliverables and managing change; and we maintain a focus on paying-it-forward in every possible context.

We inspire a win/win philosophy that looks to reward all our stakeholders and our value proposition includes championing for improvement in the wider consultancy services sector. Serenidad Consulting® has become well known for delivering quality outputs and outcomes for clients, value-adding wherever possible, having a prevention-before-cure focus, and being in a league of our own in the quality and tone of what we deliver.

We fully support being held accountable for the quality and efficacy of the products and services we deliver.


## OUR SERVICES and PRODUCTS

Being trademarked internationally across five discrete classes, our **three core business streams** enable us to deliver complementary, supportive, and strategically-linked services and products underpinned by intellectual property that addresses strategic impacts 50-100 years into the future. In each context, we help you understand and document exactly what it is that you really need and want, and support you to stay focused on achieving your vision and goals.

Our services and products are as applicable to the individual as they are to community groups, families, corporates and governments. The scope and method of delivery may be determined by context and volume, however the outputs and outcomes will always be underpinned by our foundation principles and driven by our commitment to support you the very best way that we can:

### *Management and Specialist Consulting, and Business Services*

Supporting all known business risk domains and a range of specialist disciplines, we can provide expertise in, for example:

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- Strategic visioning, planning and documentation - helping our clients identify and achieve the outcomes they really want and a heightened level of Self-Intelligence;
  - Homeland security including counter-terrorism (CT), countering violent extremism (CVE), and international security;
  - Advice and guidance on, and delivery of, effective and non-destructive Change Management;
  - Project, Program and Portfolio Management;
  - Human Resource Management;
  - Occupational/Work-related Health and Safety Management, Environmental Safety and Safety Engineering;
  - ICT, scientific and other engineering fields;
  - Business Improvement and Continuity, including Total Quality Management;
  - Enterprise/Corporate Governance, all aspects including Enterprise and Security Risk Management, Performance Management, Planning, Financial Management, Procurement, Facilities;
  - Fraud, Forensics, and Finger Print Analysis;
  - Investigations and Audits;
  - Crime Prevention;
  - Analysis and Modelling;
  - Adult Education, School & Higher Education, and related services;
  - Legal Services, including Intellectual Property, legislation advice, ITAR;
  - Facilitation, Arbitration and Moderation; and
  - Keynote Addresses and Presentations.

In each regional location our Serenidad Consulting® consultant or team works proactively to deliver the required support to our clients. As a globally-focused organization we adhere to our [Quality Policy](#), internally sharing lessons and insights to ensure we operate with a high level of corporate intelligence.

Our consultancy and business services can be procured using State Vendor portals, Federal Government preferred or pre-qualified supplier panels, and by direct engagement.

More detailed information about the range of current Federal and State Government Panels is available on our [website](#).

## *Education and Training*

We can design, develop, deliver and evaluate Seminars, Workshops, Think Tanks, Courses, Programs and Conferences that employ our signature products; or education and training that is developed or tailored to suit your requirements.

*Imagine joining us at The Peace Ranch® or other idyllic locations for events that completely change your life for positive outcomes and focus you on having constructive, positive and peaceful relationships? That is what our Signature educational programs, courses, workshops, seminars and retreats are designed to do.*

### Signature Retreats

Participants will focus on themselves during these inspiring, fun and power-filled 2.5 day programs of learning and activities. Participants are not only lifted to heights they've never been before, they'll also be inspired to grow beyond any self-imposed boundaries. In every respect, the environment we choose will be conducive to learning and the delivery methods fully supportive and inclusive.

In a structured environment, learn about *Great Leadership* behaviors and *Positive Personal Power* from the internationally-acclaimed and multi-award winning author, educator, peace advocate and empowerment expert, Nola Hennessy. Hear from a selection of global experts including internationally-recognized consultants, authors, educators, and those with an empowering story to share.

Whilst learning to recognize personal power and harness it for positive outcomes, participants will extend themselves during self-exploration sessions, all the while learning about and developing a level of Self-Intelligence that will enable them to live life *without* fear and baggage, and *with* emotional intelligence, compassion and trust.

### Signature and Client-specific Programs, Courses, Workshops and Seminars

Participants can attend stimulating seminars, workshops and longer programs to enable and enhance (for example) their personal power, business and personal relationships, dispute and conflict resolution skills, resilience, security management skills, understanding of radicalized behavior choices, and learn the importance of a *prevention* focus in curtailing violent extremism.

In our Signature events, participants will learn about *Great Leadership* behaviors and traits, how to recognize and harness their personal power for positive outcomes, and how to understand and develop Self-Intelligence and Emotional Intelligence.

In our consulting profession courses, participants learn the Serenidad Consulting® approach to consulting with integrity, and how to achieve excellence in their management of projects and programs of work.

More detailed information about our education and training services is provided on our [website](#).

## Peace Negotiation

*Our range of specialist services includes mediation, alternative dispute resolution, collaborative dispute resolution and arbitration.*

Our model and methodology are unique to Serenidad Consulting® however these can, where agreed, be adapted to suit your particular environment and strategic drivers without detracting from the core elements we see as critical to achieving peace outcomes.

Whilst The Peace Ranch® facilities are being designed as key regional locations for delivery of these powerful advisory, advocacy and resolution services, we can also provide guidance and advice on relationship repair, development and solidification at your site or at any agreed location around the world.

More detailed information about the focus of our Peace Negotiation services and how we approach conflict situations is provided on our [website](#).



### OUR PEOPLE

Since inception Serenidad Consulting®'s people capability, our human capital or value, has grown from our Founding Principal to over 370 mature, talented, experienced, highly self-motivated professionals located across four major continents – Australia, New Zealand, the USA and the United Kingdom. Our consultants include former CEOs and Principals from Government and industry, and range from Senior and Executive-level Practitioners, to competent and qualified Practitioners. Most of our consultants have national and international experience, and we recognize that the portability of their skills across multiple jurisdictions adds value to the client experience.

In each location we seek to deliver locally-sourced professional consultants to provide expertise that is most suited to the client's particular scope of work, their culture and demographic, and any budget expectations. Our strategic global business alliances enable us to harness human capability across multiple jurisdictions, to deliver in-country and global services to meet our client requirements.

We work to minimize overhead costs by making available a range of appropriately skilled consultants in the most cost effective business model available. The majority of our consultancy team in Australia (for instance) are self-employed professionals whom we engage to support us in delivering specific client assignments; they are located in Australian capital cities as well as regional areas across the country.

In all contexts our consultants are closely vetted and monitored to ensure they are committed to achieving the required level of client service and personal development, as articulated in our [Quality Policy](#), and remain committed to our underlying principles. We have an expectation that each consultant will help progress our clients to a state of excellence, where positive outcomes and solutions become the norm rather than the exception.

Consultant biographies are available on request via our [Contact Us](#) page.

## HOW WE VIEW OUR CLIENTS

Serenidad Consulting®'s clients are not viewed as one-off “customers”. Each service we deliver, product we produce, or book that we sell, means we have established a strategic link. The impact our clients have on us matters equally to the impact we have on them, and their circle of influence, and therefore we work hard to make every exchange positive, meaningful and correct for the circumstances.

We remain committed to supporting our private, community, commercial, educational institution, diplomatic and Government sector clients, delivering a consistent Serenidad Consulting® approach to each consulting assignment, education event and peace negotiation, and applying our principles at all times and in every context.

Our focus on quality, gaining maximum efficiencies, and producing tangible outputs and outcomes are inspired by a win/win philosophy that looks to reward all stakeholders – our clients, our people, the corporate structure, and our Corporate Trust beneficiaries (which includes global environment advocates, medical and research groups, not-for-profits and charities, arts community groups, and other philanthropy-minded groups).

Our unprecedented 3000% growth to 2014 and continuing growth since, speaks loudly to our capability and capacity to meet client needs. A full list of clients and (unclassified) assignments completed can be provided on request.

## HOW TO CONTACT US

**Australia - Serenidad Consulting Pty Ltd, ABN 75 140 517 255:**

Postal Address: PO Box 881, Sanctuary Cove QLD 4212  
Registered Office: Hope Island QLD 4212  
Australian Office Landline: +61 7 55148077

**USA – New NFP structure will be announced in due course:**

Postal Address (interim): PO Box 881, Sanctuary Cove QLD 4212 Australia  
Enquiries Phone: +61 418 217977

For other general enquiries please utilize the [on-line Contact Form](#) provided on our website.