



Serenidad[®]
C o n s u l t i n g



CORPORATE PROFILE



Serenidad[®]
C o n s u l t i n g

and **The Peace Ranch**[®]

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**. Our products and services are 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*.

Serenidad Consulting® Head Office is in Queensland, Australia and our first The Peace Ranch® facility is located on Australia's Gold Coast. In supporting our global clients, we can relocate our consultants as needed around the world and have implemented a consistent business governance model and framework that are based on a combination of Australian and International Standards. This helps assure that cost effectiveness and business efficiencies can be achieved through all of our 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 our intellectual property that can address 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:

Peace Negotiation

Our range of specialist services includes mediation, collaborative dispute and conflict resolution, coaching, facilitation and counselling.

The services delivered are unique to every circumstance of course and, where agreed, we can adapt these to suit your particular environment and strategic drivers without detracting from the core elements we see as critical to achieving peace outcomes.

Our key means for delivery of these powerful advisory, advocacy and resolution services are through The Peace Ranch® facilities and specialty hired venues, together with 24/7 on-line support to individuals, couples, families, groups and entities. We can also provide peace negotiation services, guidance and advice on relationship repair, development and solidification at your site(s) in any agreed global location.

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

Education, Training and Development

Imagine joining us The Peace Ranch® facilities 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 primarily designed to do.

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

Signature Retreats

Participants will focus on themselves during these inspiring, fun and power-filled programs of learning and group activities. Participants are not only lifted and empowered as never before, they'll also be inspired to grow beyond their current boundaries and limitations. In every respect, the environment we choose and activities we offer will be conducive to learning and retaining as much information as possible, and our delivery methods are fully supportive and inclusive.

Participants will learn about *Great Leadership*© thinking, attitudes and behaviors and discover the benefits of applying *Positive Personal Power*©. They will also extend themselves during self-exploration sessions to gain a heightened level of Self-Awareness, towards achieving Self-Intelligence©, thus enabling them to live life with emotional intelligence, a greater understanding of the importance of compassion and trust, and without fear and baggage.

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

Participants can attend stimulating seminars, workshops and longer programs to enhance (for example) their personal power, business and personal relationships, dispute and conflict resolution skills, understanding of resilience and how to build it, community harmony building skills, understanding of radicalized behavior choices and how to identify this in others, and learn the importance of a *prevention* focus to curtail violence and extremism.

In our Signature events, participants will also 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 course, participants learn the Serenidad Consulting® approach to consulting with integrity.

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

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:

- Strategic visioning, planning and documentation - helping our clients identify and achieve the outcomes they really want and a heightened level of e.g. Organizational Intelligence, Information Intelligence and/or Self-Intelligence;
- Homeland security including 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 including Enterprise and Security Risk Management, Performance Management, and Planning;
- Fraud, Forensics, and Finger Print Analysis;
- Investigations and Audits;
- Adult Education, School & Higher Education, and related services;
- Facilitation, Arbitration and Moderation; and
- Keynote Addresses and Presentations.

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 and Federal portals such as Buy ICT, Buy NSW; through Federal Government preferred or pre-qualified supplier panels, or by direct engagement.

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

OUR PEOPLE

Since inception and for our first decade Serenidad Consulting®'s people capability grew from our Founding Principal to over 370 consultants. Since 2020 and the major changes introduced by the COVID-19 Pandemic we have been forced to refine our team to a small and dedicated group who operate internationally.

We recognize that the portability of our people's skills across multiple jurisdictions adds value to the client experience. We work to provide expertise that is most suited to the client's particular scope of work, their culture, location and demographic, and in keeping with any budget expectations. Our strategic alliances enable us to identify and harness human capability across multiple jurisdictions, to deliver in-country and global services.

HOW WE VIEW OUR CLIENTS

Serenidad Consulting®'s clients are not viewed as simply "customers". 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 peace negotiation, educational event and consulting assignment, and applying our principles 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 in our first 3-4 years of operation, and continuing growth and global recognition 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

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

