



**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, and 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 worldwide.

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 – **Peace Negotiation; Strategic Consulting; and Education**. All products and services delivered by Serenidad Consulting® and The Peace Ranch® 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® and The Peace Ranch® to remain focused on the strategy of *prevention* to achieve sustainable change.

Serenidad Consulting® Head Office is located in the SE QLD region of Australia. To deliver services to our global clients in a timely and safe manner, we adopt a range of virtual delivery, conferencing, and collaboration mechanisms. As needed, we can relocate our specialists to agreed locations around the world.

Our consistent business governance model and framework of best practice systems, including our comprehensive quality and safety management systems, have been in place since mid-2010 and are based on a combination of Australian and International Standards. This helps us to deliver cost-effectiveness, client satisfaction and business efficiencies across all our business streams.

### *Why are we unique?*

Serenidad Consulting® was formed to empower, inform, guide, and support. Each consultant and staff member, irrespective of their regional location, demonstrates a commitment to our vision, [Quality Policy](#) and principles.

Serenidad Consulting® and The Peace Ranch® are led with passion and purpose. We view positive and constructive relationships as being pivotal to service excellence, quality of deliverables, and effective management of change. In addition we maintain a focus on paying it forward in every possible context.

We inspire a mutual win/win philosophy that looks to achieve compromise when needed whilst still rewarding all stakeholders. Our value proposition includes an enduring commitment to firstly, ensuring the highest possible quality of products and services, and secondly championing ethical conduct and service quality improvements in the consultancy services sector more broadly. Serenidad Consulting® and The Peace Ranch® have become well known for delivering world's best practice services, 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 PRODUCTS AND SERVICES

Being trademarked internationally across five discrete classes, our **three core business streams** enable us to deliver complementary, supportive, and strategically linked products and services that are underpinned by our intellectual property that helps 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 products and services are as applicable to the individual as they are to families, community groups, corporations, governments, international bodies, and nation-states. The scope and method of our 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.

Our most senior specialist consultants, with a combined experience that spans almost 200 years, are our Principal, [Nola Hennessy](#), and brothers [Kelvin Glare and Leonard Glare](#).

### *Peace Negotiation*

Serenidad Consulting® Peace Negotiation services are unique to every circumstance, yet founded on the fundamental principle that peace on earth is achieved in layers:

- Individual to Individual
- Family to Family
- Community to Community
- Group to Group
- Organization to Organization
- Country to Country

*Supporting clients across the globe from our The Peace Ranch® facilities, we provide virtual and face-to-face mediation, collaborative dispute resolution, coaching, facilitation, moderation and counselling services.*

Our services are unique to every circumstance and, where agreed, we can adapt these to suit your environment and strategic drivers, without detracting from the core elements we see as critical to achieving peace outcomes. We will also provide peace negotiation services, and 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](#).

### *Strategic Consulting*

A sample of the key specialist, management and business consultancy services provided by us since 2010 can be found on our [website](#). Effective 2023 we have re-focused our strategic consultancy services in line with our strategic intent and vision.

*Our key services include:*

- i. *Support and counsel in relation to strategic visioning, planning and implementation (linked to ii.).*
- ii. *Advice and support in defining, documenting, and embedding ethical governance strategies, frameworks, models, policies, methodologies, plans and practices.*

*The work associated with i. and ii. naturally includes all contexts of risk management; analysis of enterprise capability pressures including workforce deficiencies; documentation of remediation plans to maximise core business efficiencies and effectiveness; and maximising the application of enterprise information management systems and knowledge management, to enable full maturation to a position of organisational intelligence©.*

- iii. *Providing information, and strategic advice and counsel, on matters under arbitration, investigation, or review.*
- iv. *Providing information, advice, counsel, advocacy, and representation in relation to human rights and social justice matters.*

### ***Education***

Imagine joining us at a private, serene and picturesque location for an event that will change how you see yourself and others; help you to recognize (or reclaim) your personal power and use that power for good, and help you recognize and grow your resilience.

We focus you on positive outcomes – having constructive, positive and peaceful relationships – and help you to feel empowered to make change within your own networks, environments, and spheres of influence.

#### ***Our Signature Seminars***

*..are thought-provoking, stimulating and educational.....and include topics such as:*

#### ***\* Great Leadership©, Empowerment and Relationships Series, mutually complementary***

- *Personal Empowerment and Great Leadership©*
- *Serenidad Collaborative Dispute Resolution*
- *Developing and Solidifying Positive and Constructive Relationships*

#### ***\* Special Subjects***

- *Understanding Human Rights*
- *Building Community Harmony and Resilience*
- *Post-Traumatic Stress – Not a Life Sentence©*

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

## HOW WE VIEW OUR CLIENTS

Clients of Serenidad Consulting® and The Peace Ranch® and are not viewed as simply “customers”. The impact our clients have on us matters equally to the impact we have on them, and therefore we work hard to make every exchange positive, meaningful and correct for the circumstances.

We remain committed to supporting our private, community, corporate, institutional, diplomatic, political and Government sector clients equally, delivering a consistent principles-based and quality-driven approach to each peace negotiation, educational event and consulting assignment.

## HOW TO CONTACT US

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For other general enquiries please utilize the [online](#) contact form provided on our website.