



**MAPIEN**



*Celebrating*

40 YEARS

# OUR HISTORY



Meet our Mapiens interview series



# CREATING PEOPLE IMPACT

As we celebrate 40 years of Mapien, we asked our people to give some insight on what they enjoy most about being a Mapien, what inspires them, and how they create people impact!



## Nadia Taylor | CEO



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Clarity of my purpose and the impact I can make in the world helps me maintain the energy & courage I need to be the Leader I want to be.



# An interview with Nadia

Nadia is Mapien's first female CEO, commencing with the business as a graduate consultant 24 years ago!



## What do you enjoy most about working at Mapien?

The people. We are a relationship based business, inside and out. Mapiens are great people. They are super smart with diverse backgrounds and skills which are all linked by a shared belief in enabling the success of organisations through pragmatic people solutions. We have a lot of fun and we love our clients and the many people we deal with in workplaces across Australia. After 24 years in this business, I'm still fascinated by all the interesting work people do. I am grateful we work across so many industries and workplaces allowing me to witness the kaleidoscope of people at work.

## What do you think is key to 40 years in business?

As a business you can't stand still. If you try to keep doing the same thing in the same way year after year, you will go backwards. Creating a sustainable business with longevity requires an anti-fragility mindset throughout the organisation.

## What drives you?

My purpose is to help people to see perspective and possibility. In a business context I focus this purpose on coaching leaders to enable the success of their organisation through their people. In this way, by shaping the experience people have in workplaces – places they spend so much of their lives, I can help shape humanity for the better.

Clarity of my purpose and the impact I can make in the world helps me maintain the energy and courage I need to be the Leader I want to be.





## Dr Ian Haslam | Principal Consultant



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The key to longevity is very much our people. In terms of knowledge, deep expertise, and quality of support we provide to our clients, our people have been a key strength for the business.

# An interview with Ian

As Principal Consultant and a Psychologist, Ian leads Mapien's psychometric function, the Mapien Radar. Ian initially started his career at Mapien as an intern, before returning to the business in 2019.



## How do you like to make a difference?

I like to develop deep and trusting relationships with my clients, so that I can understand not only the organisational and strategic needs, but also what my client feels and needs to make sure that I hit all marks. When I can make my clients look good and elevate their profile within their own business, or help owner manager clients to take a firmer grasp of those levers that can grow their business and benefit their growing organisational family, that is success for me. I'm quite privileged to know a little bit about human behaviour, thinking, and psychology broadly, and it's my job to enable access to that for all of our clients, and also internally at Mapien.

## What do you enjoy most about working at Mapien?

We work with an amazing range of clients across multiple sectors, industries, and sizes, and I believe that we have earned that privilege across our 40 years of practicing across Australia, and it is reflected in our reputation. It is our people here at Mapien who have driven that quality though, and at the end of the day it is our people that I really enjoy the most about working at Mapien. Working as a consultant means that you work with a large variety of clients in different capacities, but it is an enormous gift to have a large team of equally driven professionals who are just as fanatical about quality of work, and who also get along so well across all teams and functions. Mapiens are awesome, and this is what I enjoy the most.

## How do you create people impact?

I'm lucky enough to be able to share my knowledge of the psychology of people at work with an enormous variety of clients across sectors, industries, and to see the impact that this has on our clients' outcomes and confidence. I feel like it is our job to teach, translate, rather than to be the gatekeepers of knowledge or understanding. Clearing away the jargon and technobabble, I enjoy breaking down the things that help in a simple and practical way to simplify big audacious problems is how I like to create people impact.

## What do you think is key to 40 years in business?

The key to longevity is very much our people. In terms of knowledge, deep expertise, and quality of support and guidance that we provide to our clients, our people have been a key strength for the business. More than that though, our people are committed to helping our clients and each other, and ultimately it's this strong bond among our team with such a diverse and complementary set of skills and knowledge that allows the business to build across 40 years, in the face of numerous global and national challenges over that time.

## What drives you to do what you do?

People spend a significant portion of their lives at work, and a number of factors can make that a very good experience, or a very bad one. My expertise allows me to help wide groups of working Australians, and our international friends, to be engaged, capable, in the right role for them, and focused on wellbeing. I do what I do to help improve our working lives, which in turn improves our overall quality of life and communities.





## Sarah Marling | Team Co-ordinator



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At Mapien, I've felt welcomed and supported by the whole business in my day to day role, and in the pursuit of my own learning and development



# An interview with Sarah



## About Sarah

Sarah is a Team Coordinator supporting two teams – our Brisbane based Organisational Development team and our Consulting team in Melbourne.

Sarah has been at Mapien since 2021. She's primarily based in our Brisbane office, but regularly travels to Melbourne to work alongside her VIC team!.

## What do you enjoy most about working at Mapien?

Mapien is a collective of incredibly talented, experienced & friendly people who are experts at what they do, across their many disciplines and passions. Mapiens work together & across teams to create impact for our clients and their people.

In my short time here, I've felt welcomed and supported by the whole business in my day to day role, and in the pursuit of my own learning and development. It's an exciting time to be a part of a growing business and the future looks bright!

## What drives you to do what you do?

I'm passionate about supporting people to be their best at work and ensuring that everyone feels welcome, included, seen, heard and valued. What this looks like is different in every role and every business.

By building authentic values-based relationships and embracing the humans I interact with at work, I hope to create impact with everyone I cross paths with.





## Chris Chan | Commercial Manager



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I absolutely love the people and the culture at Mapien

# An interview with Chris

Chris (Krispy) Chan is one of our newer Mapiens and our Commercial Manager



## How do you like to make a difference?

I like to make a difference by making lives easier for our consultants so they can focus all their attention to helping our clients solve people problems.

## What do you enjoy most about working at Mapien?

I absolutely love the people and the culture. We have firm values that we live and stand by.

## What do you think is key to 40 years in business?

The key to the 40 years in business is finding the best talent and people in the market and welcoming them to the Mapien family. We ensure we find the right people who are experts in their space and share the values that we have at Mapien.







## Jamie Paterson | Associate Director



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I enjoy being part of an organisation that has a long standing reputation in the fields in which we operate.





# An interview with Jamie

Jamie heads up our amazing Mapien Melbourne team. He has been at Mapien for 2.5 years.

## What do you enjoy most about working at Mapien?

I enjoy working in an organisation and with colleagues which have values which are aligned to my own and that are evident in the way that we work together. I enjoy the variety of work and clients that present themselves when working in a consulting capacity. I enjoy being part of an organisation that has a long standing reputation in the fields in which we operate.

## What drives you to do what you do?

I enjoy the variety of the work and clients that I work with and enjoy helping them solve their problems.

## What do you think is key to 40 years in business?

Long term, trusted relationships and the provision of pragmatic people solutions. These things form the foundation on which to build and grow a business and which ultimately keeps Mapien successfully moving ahead for 40 years and beyond.

## How do you create people impact?

An ability to understand each client's cultural environment and business drivers, allows me to partner with leaders on business improvement activities and to assist with implementing pragmatic outcomes to people problems.



## Sarah Pettit | Associate Director



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I love providing my clients with real life solutions to their people problems that are going to work for their business.

# An interview with Sarah



## About Sarah

Sarah heads up our national Mapien Immigration Team and has been with Mapien for 3 years.

Sarah has been providing Australian and overseas businesses with immigration advice for over 14 years.

## How do you like to make a difference?

I love providing my clients with real life solutions to their people problems that are going to work for their business. It's all about listening to their needs and building a solution together with them. We work alongside our clients in creating strong strategic plans to help them successfully navigate any hurdles within their business. We see ourselves as a conduit to their business function.

## What do you enjoy most about working at Mapien?

The people are what create an enjoyable working environment at Mapien. We truly care about each other and the work we do. This is evident in our day to day dealings with not only each other but the cross collaboration with our clients. Mapien lives by its values and is a great place to work.



## Joshua Shingles | Associate Director



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My purpose is to help people to see perspective and possibility.



# An interview with Joshua

Long term Mapien, Joshua has been with the business for 17 years



## What do you enjoy most about working at Mapien?

The people I work with at Mapien are genuine, clever, kind and driven. I work with an amazing team that loves to win and sees collaboration, support and commitment as the key to that success.

## What drives you to do what you do?

Taking organisations forward is tough. So it's very rewarding to play a part in seeing leaders have the confidence and ability to effect necessary change in their organisations. I see it as my specific purpose to anticipate, and provide the right strategies for, the complex people management problems that arise along the way.

## What do you think is key to 40 years in business?

The relentless pursuit of excellence, having and growing exceptional people, strong business relationships and a leadership team that is committed to all three.





## Vanessa Moran | Consultant



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Most of us spend more time at work than anywhere else. Our work life is a big part of our life, and I like to use organisational psychology to make that space fulfilling.

# An interview with Vanessa

Vanessa is a Consultant & registered psychologist in our Organisational Development team based in Brisbane.



## How do you like to make a difference?

I want people to love the work they do, and if I can apply psychology and behavioural sciences to help achieve that, I'll love what I do too! Most of us spend more time at work than anywhere else. Our work life is a big part of our life, and I like to use organisational psychology to make that space fulfilling. The 'how' is bringing together data analytics, diagnostics and evidence-based tools to design interventions, training or coaching. The goal is always to lift the employee experience and at the same time as improving performance and organisational commitment.

## What do you enjoy most about working at Mapien?

Contributing to something truly impressive. Everyone at Mapien takes pride in their work, and we walk the talk. I'm very proud to say we model and practice what we preach in terms of values based leadership and building an inclusive culture, which means I genuinely enjoy being at work, and its also its inspiring and rewarding to work around people with integrity and commitment to putting theory into practice.

## How do you create people impact?

By designing solutions to fit the problem. Best practice is best fit. When we take a moment to hear about our clients challenges, their culture, their history, and then take a multidisciplinary view point, and a general open mindedness to understand the problem we can find the biggest lever for the biggest impact.





## Tom Sweet | Office Co-ordinator & EA to the CEO



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I am a firm believer that people are what make a workplace. I like to find new ways to make our workplace the best place to work and make us even better suited to servicing our clients.



# An interview with Tom

Tom is Mapien's Office Coordinator and Executive Assistant to our CEO, Nadia Taylor



## What do you enjoy most about working at Mapien?

I enjoy the variety that each day brings at Mapien and the emphasis on our people. Mapien is one of the greatest companies to work for, and Mapien doesn't stop there, we just keep thinking of new ways to make it even better. Great office banter and conversations are also one of my favourite parts of coming into the office every day.

## What do you think is key to 40 years in business?

I think strong leadership and vision is what has got us here. Leadership constantly sharing that vision with all Mapien employees and having us share in that same vision has helped get Mapien to where the company is now.

## What drives you?

I love making a difference in the workplace through great tunes, finding new ways to bring all our offices together, events and leveraging online methods, such as Teams, to host competitions showcasing their skills or pets and everything in between!

I am a firm believer of people are what make a workplace, and I like to find new ways to make our workplace the best place to work and makes us even better suited to servicing our clients.





## Cheryl Langridge | Business Services Officer



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Mapien is an organisation where it doesn't matter what work you do for the Company, whether in administration or Management, you are treated with the same courtesy and respect.



# An interview with Cal

Cheryl (affectionately known as CAL) has been with Mapien for an incredible 25 years and works in our Perth Office



## What do you think is key to 40 years in business?

The key is the service delivered. Mapien provides quality consultants who provide high quality advice. Clients have stayed with Mapien because of this and also through those clients we are highly recommended and respected in the consulting field.

## What do you enjoy most about working at Mapien?

For me it is the people. Consistently Mapien only settles for good people – not only people who are proficient in their consulting fields, but people who are genuine and good natured. It is an organisation where it doesn't matter what work you do for the Company, whether in admin or Management, you are treated with the same courtesy and respect.

## What drives you to do what you do?

Having started when SHR started, and having seen the growth in clientele and revenue over the years up to the merger with Livingstones, it is my desire to see the Company get bigger and better and it is heading down that path rapidly! I love to see the organisation hiring new people and seeing the revenue increasing. My driver is to see the organisation be what it wants to be!





## Blake Redding | Associate Director



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The friendships I've developed with colleagues and clients since my first day is a testament to the culture of Mapien...





# An interview with Blake

Blake is a long-term Mapien & leads our Organisational Development team of psychologists.

## How do you like to make a difference?

My ultimate intent is to help people find their own personal style that connects their deep values, natural talents, and opportunities in front of them so that they are able to achieve their personal aspirations and continue to bounce forward beyond the challenges the world throws at them in and outside of the workplace.

## How do you create people impact?

Combining science with deep care for the people I work with and a relentless commitment to achieving results.

## What do you enjoy most about working at Mapien?

The friendships I've developed with colleagues and clients since my first day in 2002 is a testament to the culture of Mapien and how important the part we play in each others' lives, supporting each other through work and personal challenges.

## What do you think is key to 40 years in business?

Love the people you work with!



*Mapping our way together*

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**MapOut**  
CONFERENCE

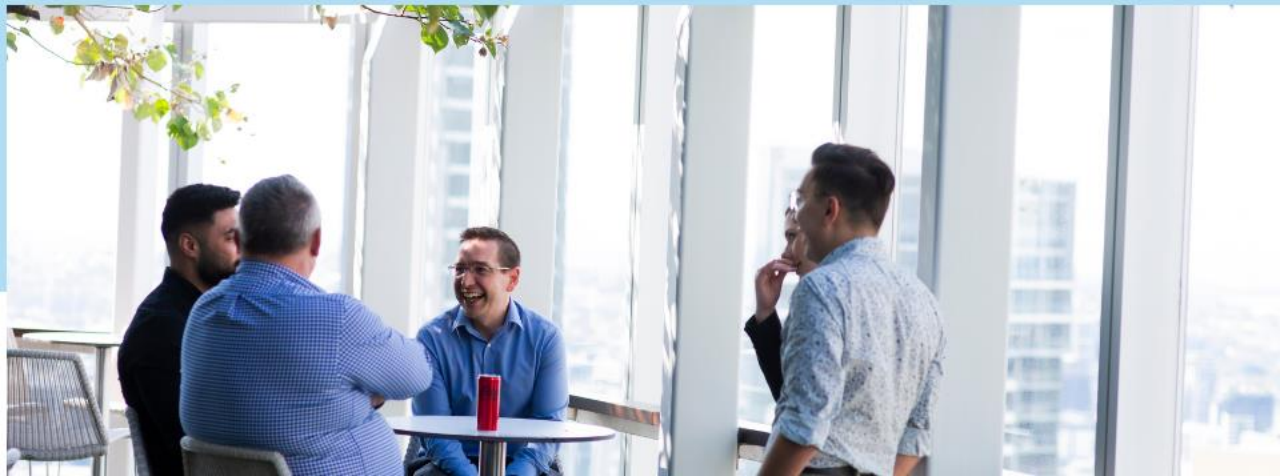
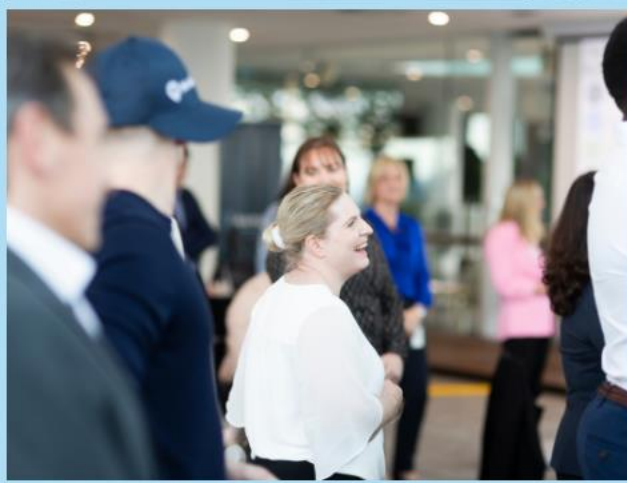
















lets  
celebrate







[https://youtu.be/3b\\_nfPJ45pM](https://youtu.be/3b_nfPJ45pM)

























## 1980's

- Dial up internet!
- Successfully arbitrated Qld's 1st non-union certified agreement
- Employed first onsite IR resources for mining and oil & gas construction projects
- Managed IR for construction of Woodside NWS offshore operations
- Negotiation of Qld Independent School Industrial Agreements

## 2000's

- Survived the GFC
- All staff received email addresses
- Transitioned from founder leadership to 2nd round of Owners; Managed Roly Livingstone retirement

- Growth of migration practice
- Commenced Payroll Audits
- Trusted Leader commenced
- Became part owners of Adaptive Resourcing
- Additional owners on board
- 2019 | Melbourne office opens

## 2020's

- COVID-19 Global Pandemic & Lockdowns. Continued to operate & support clients
- Commenced hybrid working model
- Change in method of delivery of service to clients
- Recognised by the FWO as an expert in the area of Award Compliance - Client Enforceable Undertakings



## 1982 RJ Livingstones

- 1982 | Roly Livingstone formed Company
- 1985 | SEQEB strikes Represented non-striking electrical workers not participating industrial action
- 1988 | Established Voluntary Employment Agreements for Powers Brewing Company

## 1990's

- 1994 | Livingstones rebrand
- 1996 | Strategic Human Resources formed
-  STRATEGIC HUMAN RESOURCES
- First psychologist joined company
- Started employing graduates

2002 | First online product (award service)

- 2006 | ADF Remuneration Structure Project
- 2009 | Best Job in the World campaign with TEQ
- Accredited mediation services promoted for workplace conflict resolution
- Introduction of psychometric assessments

## 2010's

- 2011 | Acquisition of Migration Business
- 2014 | Acquisition of MLQ
- 2015 | Sydney office opens
- 2018 | Merger
-  Livingstones & SHR GROUP
- 2019 | We became Mapien!

2020 | Acquisition of HDMS.

- Immigration team doubled in size by 2022
- 2021 | Nadia Taylor 1st female CEO
- 2021 | Belinda Honey 1st female Chair
- 2022 | Team restructure due to growth – creation of client engagement & practice lead
- 25+ years working with Anglican Schools Assoc.

## 2022

## Mapien 40 Year Celebration!





*Congratulations Team Mapien!*

On raising \$3.5k for the Indigenous Literacy Foundation as part of our 4 for 40 Team Challenge





100% of our employees say Mapien is a great place to work!





# THE MAPIEN *manifesto*

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At Mapien, we stand with leaders. We're for the leaders. The creators and the thinkers, the planners and the problem solvers. Those who want to support and improve the teams they lead, the organisations they champion and the communities they serve. Our mission is to help them succeed.

We are the people they turn to; the experts, confidants, truth-tellers and guides. Standing shoulder to shoulder to reveal the path and walk the journey with them.

As work changes, so we too will change the way we work, think and operate. However, our commitment to leaders will never waiver. From boardrooms to schoolrooms, mine sites to migration, from the West coast of Australia to the East, we'll always be passionately Mapien.

*Nadia Taylor*  
CEO | MAPIEN



*Thank You*

FOR BEING PART OF MAPIEN'S JOURNEY



The logo is a circular emblem with a thin orange border. Inside the circle, the word "CELEBRATING" is written in a light blue, uppercase, sans-serif font, following the upper curve of the circle. In the center, the number "40" is written in a large, bold, white sans-serif font, followed by the words "years of Mapien" in a white, cursive script font. At the bottom of the circle, the years "1982 - 2022" are written in a light blue, uppercase, sans-serif font, following the lower curve. The entire logo is set against a dark blue background with a subtle geometric pattern of interconnected lines and dots.

CELEBRATING

40 years of Mapien

1982 - 2022