

shilo. customer stories

Engineers Australia

Industry – Engineering

Service – shilo. On-Demand

Size – 501-1,000 employees

Company Overview

Engineers Australia, founded in 1919, is the peak body for the engineering profession in Australia. With around 115,000 members, the organisation's purpose is to advance society through great engineering.

The Challenge

Before partnering with shilo., Engineers Australia faced challenges, including capability and resourcing gaps within their People & Strategy Group. Recruiting replacements for key positions proved difficult due to a lack of existing capabilities and the need for quick execution. shilo.'s appeal stemmed from the ability to provide adept consultants aligned with Engineers Australia's objectives and requirements. shilo.'s thorough vetting process ensured the delivery of quality candidates. The goal was to engage an HR consultancy to fill talent gaps for strategic projects and resourcing needs while serving as an extension of the Engineers Australia People team.

The Solution

shilo. provided Engineers Australia with a seamless process that involved discussing business requirements, gaining a comprehensive understanding of project objectives, and presenting suitable consultant options. shilo.'s unique approach focuses on asking questions related to the work and understanding business objectives, ensuring the consultants provided are well-suited for the project and company goals.

shilo. has partnered with Engineers Australia frequently, delivering expert, on-demand HR talent quickly and efficiently for various projects, including culture and engagement, health, safety and wellbeing, and change management. By integrating shilo. into their People team, Engineers Australia gained the capacity and capability to complete several projects. Additionally, shilo.'s consultants provided training and knowledge transfer, enhancing business acumen and capabilities within the organisation.

The Results

Working with shilo. has yielded numerous benefits for Engineers Australia, including access to quality consultants who understand their requirements and enable the successful execution of strategic HR projects. The collaboration has significantly impacted the organisation's culture, now integrated into all aspects of its operations. Specific examples include successful business unit redesigns and improvements in engagement scores. shilo.'s partnership has facilitated timely project completion, enhanced credibility within the business, and provided valuable learning opportunities for the wider team. The experience of working with shilo. is described as exceptional, with high professionalism, communication, and responsiveness. Engineers Australia has continued to engage shilo.'s services due to the outstanding quality and understanding of their business needs, making shilo. highly recommendable. The key differentiator is shilo.'s dedication to understanding the organisation's goals, setting them apart from standard HR consultants. Engineers Australia expresses gratitude for shilo., consistently providing quality consultants to support their projects and programs.

MECCA

Industry – Retail

Service – shilo. Consulting

Size – 1,001-8,000 employees

Company Overview

Founded in 1997, MECCA is a leader in the beauty and skincare industry, offering a curated selection of top brands and exceptional service. MECCA has over 8,000 team members across 100+ retail stores throughout Australia and New Zealand and a rapidly growing online business.

The Challenge

MECCA, a progressive organisation with a focus on growth and development, was seeking to refresh its approach to goal setting and performance coaching at its support centre to reflect the fast-paced and dynamic nature of its work. The existing review process, which was based on annual goal setting, focused on the achievement of business goals and lacked behavioural expectations and the ability to align goals to new priorities.

The opportunity was clear: MECCA needed a modernised performance and growth approach aligned with its high-performance culture, rapid growth and commitment to personal development, and be implemented without overwhelming its already busy internal resources.

The Solution

Recognising the need for change, MECCA's Chief People Officer (CPO) sought a trusted perspective and engaged shilo. as a partner. Leveraging extensive experience, shilo. undertook a pragmatic and responsive approach, partnering with MECCA's people team on the initiative. Through interviews with leaders across all levels, shilo. delved into MECCA's values, desired performance behaviours, and past experiences of their rapidly growing team, collating insights to shape the new growth and performance framework for the support centre.

The core focus for shilo. was defining MECCA's values as clear behavioural standards. Upon project completion, MECCA was provided with a bespoke growth and performance framework, tailored for easy implementation within the organisation, along with a detailed performance cycle proposal.

The Results

MECCA's leadership team was eager to refine the organisation's values and establish clear behavioural standards for their support centre. Partnering with shilo. provided senior, experienced experts to guide MECCA's leadership team through the development of this new approach. The shilo. team identified consistent themes and addressed areas of misalignment, presenting a succinct and compelling definition of performance and approach to goal achievement and personal development to the leadership team. The delivered work provided a comprehensive framework that modernised performance, aligned with MECCA's culture and growth, and guided team leaders in setting, reviewing, and aligning goals for their team members. Additionally, it facilitated a structured approach to regular feedback and nurturing individual career advancement.

The adaptable, values-based framework initially scoped for MECCA's support centre, evolved into a solution that will be adapted for MECCA's retail and customer care teams.

The project's outcome promises positive transformation. By integrating behavioural-based values into day-to-day discussions, MECCA is enhancing organisational culture and performance. The framework's implementation brings the clarity needed for aligning everyone's actions with the desired behaviours, fostering a more united, growth-oriented environment. The impact is set to be substantial, affecting not just individual performance but also the collective success of MECCA.

