



## Change Management Specialists

Individual, Team and Business Coaching  
Consulting, Facilitation and Training

### Welcome to Possibility to Reality



Caroline Cameron is an accredited professional coach and experienced change management consultant who is committed to helping her clients achieve their potential, whether it's in their personal or professional lives.

Caroline is the Director of Possibility to Reality (P2R), providers of executive, career development, sea/tree change (career and lifestyle), team and business coaching, change management consulting, facilitation and training services. We coach and consult to a wide range of industries and businesses facing the challenges of embracing change. Our clients range from micro small businesses through to large corporates across many industries, as well as private clients navigating their way through change.

With over 25 years experience, P2R has an enviable track record of successfully helping people to make change happen within their workplaces and lives. Being outcome and solution focused means that we work with the end in mind, ensuring that the goal is specific, measurable and agreed.

#### Our Mission:

*To move ordinary people to achieve extraordinary things...*

*To push the limits, break the shackles and blow open the opportunities that create outstanding success.*

Together, we identify where you are now; where you would like to be and how you are going to get there. Working with you every step of the way, we help you develop and implement a plan to achieve your goals; keep you on track and ensure you have all the beliefs, resources, knowledge, skills and tools you need to achieve outstanding success.

P2R solutions are tailored to your specific needs. Our Coaches, Consultants, Mentors and Advisors, Trainers and Facilitators, are qualified, experienced and trained to help you determine which approach or combination of approaches will work best for you.

As an accomplished facilitator of change at individual, team, business unit and organisational levels, Caroline has an impressive record of helping clients achieve successful outcomes through professional and personal development. With extensive experience gained from front-line through to executive positions, she has the unique advantage of corporate credibility combined with proven coaching expertise.

Caroline describes herself as a self-professed 'change junkie' who has achieved personal and professional success by continuously stepping outside her comfort zone and converting opportunities into reality – consistently 'walking her talk'!

Applying insight, integrity and total commitment, she has helped many clients to achieve unprecedented success resulting in tangible, measurable and ongoing improvement. Creating a unique environment of trust, Caroline challenges her clients to think differently. She actively encourages and holds them accountable for their desired outcomes resulting in achievement of professional and personal goals through sustained behavioural change.

P2R is committed to excellence and will help you do whatever it takes. Applying professional, proven approaches with understanding gained from personal experience (we've been there too!), our clients testify our ability to take what's possible and make it real.

*"Change is the only constant – embracing it creates amazing opportunities;  
using it leads to outstanding results" Caroline Cameron*

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Possibility to Reality

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### About Possibility to Reality



Possibility to Reality is committed to helping clients develop ways to break through that which is holding them back.

Partnering with our clients through strong, trusted relationships enables us to share proven coaching and change management techniques to create tangible and sustainable results.

We work with you to create the change you want, rather than doing it to you or for you.

P2R helps individuals and teams to build and achieve:

- Advanced communication skills
- Connected personal and organisational values
- Career clarity and development
- Discovery of purpose, passion and strength
- Effective and successful workplace cultures
- Effective leadership skills
- Empowerment through replacement of self-limiting beliefs and behaviours
- High performing teams
- Improved customer value and focus
- Improved retention
- Sea Change Success
- Successful change management
- Vision, mission setting and strategic planning

Caroline has helped many organisations to embrace change including:

- Alinta/AGL
- Angus & Robertson
- ANZ Bank
- Australian Paediatric Life Support Group
- Brimbank Melton Local Learning Network
- City of Bundoora
- Crown Casino
- General Motors Holden (GMAC)
- Hospital For Sick Children, London
- Jemena
- KAZ Consulting
- Kraft Foods
- Medibank Private
- Melbourne Citymission
- Museums Victoria
- National Australia Bank
- Qantas Flight Catering
- Royal Children's Hospital, Melbourne
- Sedgwick Noble Lowndes
- Sensis
- Simplot Australia
- South East Palliative Care
- South Eastern Private Hospital
- Telstra
- Thales Air Systems
- TRUenergy
- TXU Australia
- Victorian Healthcare Association (HSA)
- Warner Bros Consumer Products
- WSP Risk Solutions

#### 5 reasons to work with P2R

1. You have a goal – something you really want to achieve
2. You are unhappy with your current situation
3. You are having difficulty accomplishing your goal
4. We understand your situation & what you are going through
5. Our clients know P2R will help them overcome their challenges and accomplish their goals.

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### P2R Services

#### Personal and Professional Development Coaching

P2R helps individuals take stock of where they are now; gain clarity about where they are heading and develop outcome-focused actions to bridge the gap. Caroline enables her clients to create the future they want and be the best they can be. Through identifying their core purpose and values; clarifying their vision for the future; developing supporting beliefs and taking action, Caroline's clients achieve unprecedented professional and personal success.

#### Executive Coaching

One of the biggest challenges a leader faces is uniting diverse groups of talented people to work effectively together. Caroline coaches at this level to enhance the ability of organizational leaders to create constructive work environments to develop the full potential of their people. Executive coaching is based on building or fine-tuning professional and personal skills, connecting values and behaviours; enhancing performance, and ongoing development for the executive's own agenda including work/life balance; taking over a new role or portfolio or leading change during a transition. Caroline has extensive experience coaching executives and senior managers and her focus is on building strategies and accountability for success in today's business environment.

#### Team Coaching

Caroline coaches teams to develop the skills which differentiate the high-performers from the dysfunctional: team chartering, building clarity of purpose, setting objectives, developing and aligning team values, understanding and using team dynamics, communication, collaboration, creativity and innovation, problem solving, decision making and optimizing effectiveness at each stage of the team lifecycle.

Caroline coaches:

- New teams who are just starting up and want to 'hit the ground running' as a team and
- Teams who have been together for a while and may have lost sight of their goal or are experiencing difficulty in achieving their objectives

#### Women In Business Coaching

P2R specializes in helping professional women to achieve success. Whether you are a soloist, manager or the CEO of a large corporation, there are challenges and opportunities every day and in every situation you face. It's easy to become overwhelmed and lose sight of where you are heading, which is where P2R can help. Working with professional women to build their strengths and replace perceived limitations, Caroline enables them to build their careers; integrate their lives to achieve balance, understand and use gender differences, overcome fears and enjoy all the roles that they play.

#### Project Leadership Coaching

Many project managers are highly competent in managing the technical aspects of their project – scope, budget, schedule, risks, dependencies etc. However, they often come unstuck with the leadership skills critical for delivering successful change projects. P2R helps project managers to become project leaders through creating a shared vision, modeling desired behaviours, inspiring and motivating their people, challenging the process, building teams, communicating, influencing and negotiating, presentation skills, time management and delivering outcomes that meet stakeholder expectations

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### Career Development Coaching

Many successful people facing the challenge of a 'career plateau' are asking "what next and how do I go after it?" With a highly personalised and targeted Career Development Coaching program, Caroline helps clients identify what's truly important that will fulfill and challenge them. Together we create the opportunity to apply all that you know within an industry and role that fits your purpose, personal values and professional experience. P2R also provides CV preparation and Interview skills supporting clients to successfully change roles and/or organisations.

### Sea Change Success Coaching

P2R helps those who want to 'opt out of the rat race and into life' through successfully designing, planning and implementing a Sea or Tree Change. Significant changes to career and lifestyle carries significant risks, yet has the potential to create a life connected with your values, passions, skills and experience. Drawing on her own experience of four lifestyle and 15 career changes, together with her professional coaching and change management expertise, Caroline provides independent, objective and caring support, every step of the way. Through 1:1 coaching and Sea Change Success facilitated workshops, Caroline shares the strategies and skills required to create an integrated life, helping clients to be who they are; do what they love, where they love and with those they love.

Go to [www.seachangesuccess.com.au](http://www.seachangesuccess.com.au) for more information about this unique career and lifestyle coaching program.

### Change Management Consulting

Whether it's a large-scale transformation or small-scale alteration, change is inevitable and will impact people in different ways. Caroline has helped over 30 teams and organisations to successfully transition to new structures, business models and ways of doing business. Through the practical application of change management theory, Caroline works with all stakeholders impacted by the change to overcome their fear and create opportunities – building capability to move from 'change weary' to 'change resilient'. Undertaking current state and business readiness assessments, Caroline helps you identify the impacts on all stakeholders; determine the right level and method of engagement; plan and deliver effective communication. Managing all factors impacted by the change, Caroline builds internal capability to achieve vital acceptance; sustain the change and reap the benefits.

### Facilitation

With a wide range of tools, techniques and experience to draw on, Caroline facilitates senior management teams, project teams, business units and operational groups to set goals, develop strategic plans, identify and resolve problems, make decisions, build teams, share knowledge and develop ideas. Whether it be a 2 hour workshop, 2 day retreat or 6 month leadership development course, Caroline works with her clients to identify the desired outcomes and then builds a workshop or training to meet them.

### Motivational Key Note Speaking

Whether you belong to a local community group, large corporate organisation, small business forum or special interest group, Caroline provides a broad and compelling range of topics which will inspire, motivate, entertain and educate your members. Our topics always leave you with something to think and talk about long after we've met. We include creative ideas, new ways to look at old problems, revealing insights and reflections that are tailored to your group's purpose and goals. Our addresses are informative, interactive and guaranteed to provoke new insights and energy into your audience.

For more information, go to [www.p2r.com.au](http://www.p2r.com.au)

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### P2R Case Studies

#### **Manager Tourism Services, Kakadu National Park**

*Career and Tree Change Coaching*

Approaching a big '0' birthday, this Melbourne based project manager who had been with the same organisation for 10 years, was ready to make a big change. Undertaking a P2R Career Change program she identified her passions, developed a vision of her ideal life and learnt how to apply her transferable skills to a whole new industry and career. Overcoming limiting beliefs and self doubt, she broke through the barriers that were holding her back and created a plan to achieve her goals. Within 6 months she successfully secured her ideal role connected to her passions for conserving our natural and indigenous heritage. Moving to Jabiru in the Northern Territory, she flies to work in a helicopter and is living her dream.

#### **Managing Principal, Professional Services Company**

*Executive Leadership Coaching*

Facing challenges as a first-time manager of a new team, this client needed to develop specific leadership skills and strategies to help the team achieve its objectives. Through a 6 month coaching program, he gained new insights into his own leadership style and increased his ability to communicate effectively, influence upwards, delegate and empower his team. Feedback from his manager who sponsored the program included recognition of changed behaviours as he consistently applied his newly gained skills, improved business results and achieved own and team KPIs.

#### **CEO, Not for Profit Healthcare Organisation**

*Executive and Team Coaching*

Facing a crisis of confidence amongst her small team and the Board, this CEO faced the challenge of leading the organisation through the crisis and re-focus on meeting a backlog of client demand. Caroline was engaged to mediate the current crisis and help the CEO stabilise the organisation. Through a series of confidential and structured Board and Staff interviews, Caroline identified the root causes of the problem and designed a program to address the specific issues. 1:1 Executive Coaching enabled the CEO to build on her strengths and address her blind spots; regain her commitment to the organisation and re-build mutual trust. Facilitated workshops and a structured reform plan enabled the organisation to resolve the crisis; re-focus on its' mission, vision and values and develop a forward focused strategic plan. 3 months later, the stabilised organisation is on track to meet its' aggressive growth targets.

#### **Leadership Retreat, International Software Engineering Company**

*Moderator/Facilitator*

Caroline designed and facilitated a 2 day intensive Leadership development retreat for the top 65 leaders of this organisation. With varying skills and experience, the aim was to provide a varied and interactive program to enable leaders to identify their preferred leadership style and address current leadership challenges within the company. The program included a half day experiential 'leadership under pressure' experience in a flight simulator at Qantas Flight Training; a varied range of guest speakers; interactive workshops and methods for ensuring that learning from the retreat was applied back in the workplace.

#### **General Manager, Professional Services Firm**

*Executive Leadership Coaching*

This high-achieving, professionally successful client faced significant challenges balancing work and life priorities which were seriously affecting her health, relationships, professional effectiveness and general well-being. Through coaching with Caroline, she clarified her values; set personal and professional goals; overcame limiting beliefs and defeating behaviours and developed strategies to regain control of her life. 8 months later she reports that while the chaos still exists, she has moved from merely surviving to 'thriving' and is enjoying greater satisfaction and happiness in all areas of her life.

#### **Director, Professional Services Company**

*Executive Leadership Coaching*

As a result of coaching with Caroline, this client successfully secured a role that was more senior than any she had held previously. Being new to both the company and executive level leadership, the client was experiencing doubt in her own ability and uncertainty about where to focus to establish her credibility. Undertaking a First 90 Days New Executive Program™ with Caroline, she was able to quickly understand the key business drivers; identify and establish key relationships; set organisational and personal targets; develop a realistic action plan and maintain a healthy balance between her work and personal life. Coaching included identification and application of transferable knowledge and skills. The client successfully aligned her personal and organisational values; developed tailored strategies to demonstrate effective leadership and successfully resolved many daily challenges.

#### **New Service, New Team - Strategic Planning, Utility**

*Team Coaching/Facilitation*

Charged with the significant responsibility of implementing a new, innovative and controversial service, this newly formed team wasn't clear about how it was going to achieve its goal. With diverse skills yet none of the dynamic of a fully functional team, Caroline undertook a series of interviews to identify personal goals, beliefs and values before designing and developing an intensive kick-off workshop. Within a day, the team had developed a new name to describe their identity and a charter to enable them to articulate their

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mission, vision, accountabilities and guiding principles, as well as creating an action plan to achieve 30, 60 and 90 day goals. The team developed the confidence to deliver their mission and strategies to achieve success.

### Staff Satisfaction and Retention, Global IT Company

*Team Coaching*

Results from this companies Employment Satisfaction Survey revealed five key focus opportunities to improve staff morale. Caroline coached five teams (Leadership Development, Reward Recognition & Retention, Tools, Career Development & Training and Improved Communication) to identify their objectives; develop a Team Charter and an Action Plan to address key issues. The teams identified the critical success factors and gained commitment to take action from the senior executive group. Through participation in the teams, individuals learnt how to set realistic goals, influence, negotiate with and gain buy-in to the resulting changes from staff. Within 6 months, 75% of the staff driven initiatives had been successfully implemented.

### FMCG, Global Brand Company

*Team Coaching & Facilitation*

The Managing Director of this well recognised brand, was brought in to turn the Australian, non-profitable part of the business around. Having made the necessary staffing changes, he was faced with the challenge of building a high-performing team to deliver ambitious targets within a 12 month period. Additional pressure from the global financial crisis increased the necessity for the Australian division to increase its' contribution to the struggling US based parent company. Working in partnership with Oppeus, Caroline designed and co-facilitated 3 High Performing Team workshops to develop a realistic Strategic Roadmap; increase individual effectiveness and enable the newly-formed team to fast track its progress through the 'storming' and 'norming' phases of team development. Within 5 months the team was able to leverage its' diversity; increase flexibility and develop a culture of innovation, where anything is possible. In the current economically challenging market it has exceeded its' half year sales, revenue and profit objectives.

### International Software Engineering Project Team

*Team Coaching*

This software development team, responsible for delivering a \$75m solution, was facing significant problems delivering their project on time and on budget. Turnover of staff was high and sponsor and client faith in their ability to deliver was seriously eroded. Through an intensive P2R Team Coaching program, the team established the fundamentals of high performing teams; identified team strengths, weaknesses and gaps and learnt how to build trust through improved communication. Ongoing coaching focused on providing strategies to improve leadership, prioritisation, delegation and alignment of individual and team goals. Program leaders developed strategies to successfully integrate new team members; challenge effectively; resolve problems and hold themselves accountable for their results. 8 months after the initial coaching intervention, the team successfully delivered a major milestone; is on track to deliver the next one and has successfully built sponsor, client and company confidence in their ability. Morale within the team is significantly higher, as evidenced by a high number of unsolicited requests from staff to work on the project.

### Professional Services Coaching Capability Development

*Team Coaching*

In response to client need and to develop a unique service, this company set out to develop a Safety Coach Training product as part of their Risk Solutions offering. Identifying that work place safety requires considerable cultural change and organisational ownership it was identified that using a combined coaching and consulting approach would achieve the required changes. The already competent consultants needed to add coaching skills, tools and frameworks to their capability. Caroline provided a 2 day internal Coach Training course to upskill the consultants to enable them in turn to upskill their clients. The 2 day interactive course included coaching definitions (including the differences between coaching, consulting, mentoring and counselling), models, techniques and tools. It also taught how to run an effective coaching session and develop and implement a comprehensive coaching program. Consistently high participant ratings and the subsequent implementation of the Safety Coach Program to several clients enabled the skills to be effectively learnt and incorporated into this companies services.

### Core Systems Replacement, FMCG

*Change Manager and Coach*

This well known FMCG company, responsible for many iconic food brands undertook to replace their 15 year old bespoke core systems with a proprietary ERP solution. The 3 year, multi-phase project impacted all parts of the company, changing the way staff did their work and interacted with their customers and suppliers. Caroline worked with the Organisational Change Manager and project team to identify the impacts of the change and develop ways to effectively manage the transition. With a stable workforce, resistance to change in some areas was high and Caroline provided ways to overcome this through leadership, effective communication and engagement and empowering staff to manage the change.

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### Testimonials

*The executive coaching I undertook with Caroline was an extremely beneficial and life changing experience. It challenged me in ways that I never thought I could be challenged. It made me think about what I was doing and how it impacted on others around me. The sessions provided me with new tools and techniques to engage and interact with people. It allowed me understand what it takes to be a better leader in all aspects of my life. However these sessions are only beneficial when you put your heart and soul into them. Having experienced coaching with Caroline, I certainly recommend all professionals take up the challenge and experience.*

**Anthony Masciangoli, Managing Principal, WSP Risk Solutions**

*At the conclusion of the coaching work we have done together, I would like to thank you again most sincerely for the results that have been achieved. Consulting independently in my CIO peer space, I recently embarked on an expansion of my business into a broader range of business activities and arenas.*

*I am delighted to share my coaching experience with you and what I gained from it as follows:*

- I found I was in need of a "sounding board" to check out and test my ideas against numerous different perspectives and to seek help in evaluating and prioritising these ideas and how I could create a balanced personal and professional life.*
- With her enquiring mind, incredible questioning and observation skills as well as her relevant business and change management background, Caroline provided valuable guidance, fresh ideas and perspectives and challenged me and my ideas brilliantly.*
- In the process we uncovered some limiting personal beliefs which required addressing at a much deeper level through her gentle but very powerful use of NLP with amazing personal results.*

*Far too few people realise the power of having an "outside professional" on their team to coach them to significantly greater outcomes both in business and privately. I can highly recommend Caroline as a coach who will challenge you and help you make differences in your life and work that you didn't realise were available or that you needed. I did and am extremely grateful. Thank you, Caroline for a great job well done.*

**Heiner Karst, Business Owner, ex CIO**

*Perhaps you've found yourself drifting, unwillingly, into the Talking Heads' song, Once in a Lifetime: "Letting the days go by / let the water hold me down". Perhaps you're starting to wonder, "Where does that highway go? / And you may ask yourself / Am I right? ...am I wrong? / And you may tell yourself / My god!...what have I done?" I'm not sure I thought about it at the time – I don't even particularly like the song – but in retrospect I think these lyrics approximate the indecisive and diffident state I found myself in, floating aimlessly, but at least beginning to heed an increasingly insistent inner voice calling for change and growth.*

*If this resonates with you, then I can sincerely recommend Caroline Cameron to you. Her coaching expertise and experience, coupled with her enthusiasm, commitment and admirable personal qualities, seem to me a very potent combination, well designed to help anyone ready to make the necessary individual effort, to achieve fundamental, lasting and above all positive personal change. Caroline's approach differs from more mechanistic, structured or task-based coaching frameworks that I'd sampled. Her techniques are subtle (and thus difficult to articulate precisely), her enormous skill as a coach is unobtrusive, and she is highly responsive to the individual's pace, needs and issues, while remaining quietly focused on the desired outcomes.*

*Some weeks after completing a coaching course with Caroline, I've found she has imparted skills I am able to apply effectively, independently of the structure and security of the coaching relationship. I may still be learning to swim, but the water no longer holds me down and I'm swimming my own course. I'd urge you to take the plunge too.*

**Lynn, Management Consultant**

*After my first hour with Caroline I was sure that I could benefit enormously from her help. I felt I had been talking to a friend and I was so comfortable in Caroline's company. I'm setting up my own business and finding myself challenged constantly with issues that I have never had to face before. I was amazed at the change I could feel in myself after each session. I'm more confident than ever before and while I feel so positive after speaking with Caroline, I've also learned techniques and questions to ask myself which help me get through situations on my own, as I confront them.*

*Each time I have gone to Caroline with something that is a causing concern she has been able to help me feel that I can deal with the situation. Even a problem that I couldn't imagine could be made easy, was made manageable by breaking it down into small steps. I have since used the strategy we came up with and was very happy to find that I could approach my task without the usual dread. In fact, my new approach was so successful and positive that my confidence has grown even more. I could not be more grateful to Caroline, as she has opened up so many possibilities for me by asking questions that really make me think and allowing me to work through challenges. I happily recommend Caroline.*

**Anne (Small Business Owner)**

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*In May 2008, I was offered the opportunity to manage a major change project which is very different from my usual role as Nurse Coordinator. It was for a 12 month period and I knew it was a great opportunity but had reservations about taking on something that I didn't have a great deal of experience in.*

*The one thing that tipped my decision was the offer of working with an 'External Consultant' who I was told would help guide me through the process. This person was Caroline Cameron who did more than 'guide' me through managing a project!*

*I cannot speak highly enough of Caroline's approach, manner and obvious wealth of knowledge in a vast array of areas that related to not only the project but also my own professional development. Working with Caroline gave me excellent direct access to learning as well as invaluable encouragement and insight into how to put this learning into practice.*

*Working on the project was a great experience and I attribute the success of this to the fact that I was so well supported and mentored throughout by an expert in change management and many other fields which is quite rare in the health care setting!!*

**Fiona Gorrie, Director Ambulatory Services, RCH**

*As Chief Executive Officer of a large welfare organization I invited Caroline Cameron and P2R to assist the organization on numerous occasions. In every case, whether it was working with staff to vision new service delivery models, or prepare competitive tenders Caroline helped the organization achieve its vision. Caroline worked with staff every step of the way, new models of care were developed and implemented. Strategic goals and a process for measuring outcomes and results were set.*

*As a result of Caroline's work people were empowered and the capacity of the organization strengthened. Caroline's kept people on track and ensured that they had the skills, knowledge and resources to achieve success.*

*More recently I invited Caroline to be my coach and guide as I retired from my CEO role. Caroline's non-judgmental, big picture, possibility thinking approach; along with her capacity to listen and challenge helped me set priorities, chart and navigate a positive transition for the organization and for myself. I am now embarking on the next stage of my life journey. I have a clear vision of the life I want to live, how I want to relate to others and make a difference in the world.*

*Whether working within an organization or working one on one with a person, Caroline's deep listening skills, consistently positive attitude and belief that anything is possible creates the climate of trust and the scaffolding required to move from the present reality, vision the future and identify a plan to achieve it.*

*I recommend Caroline and P2R to anyone who seriously wants to make positive changes in their lives or in their organizations.*

**Anne Turley, former CEO, Melbourne Citymission**

*Thank you very much for all the assistance, drive and change leadership you have provided over the last 5 months to help us achieve the foundation for uplifting our project capability via the Projects in the National methodology. You have helped create a real momentum around the PitN methodology and the uplift generally. Your enthusiasm, pragmatic approach and change expertise have been invaluable in helping us on this journey. I rate you as one of the best change management practitioners I have worked with over the last 12 years or so and would be more than happy to be a referee for you to future prospective clients should you require it*

**Adam Bennett, Chief Information Officer, National Australia Bank**

*I have been very impressed with the level of commitment and professionalism exhibited by Caroline. Her ability to relate to staff, level of energy to keep them motivated and focused was extremely impressive especially under such stressful situations. This combined with a deep level of understanding of the organisation, the people and theory of change lead to a number of successful assignments*

**Cameron Dorse, General Manager, Customer and Business Services, TRUenergy**

*It is not often that one finds people of Caroline's skills and attitude. Whilst many people fall short of delivering to their potential, Caroline has constantly amazed me with how much she can get done, yet still maintain a high degree of accuracy and quality. Her approach is pragmatic, simple and effective. She is organised and delivers on time. Yet it is not the quality of her work that is most impressive (as impressive as it is). It is her attitude and ability to cut through barriers, and corral staff, colleagues and superiors onto the same 'Page' to be able to see a common vision / solution that stands her apart from others. She has constantly strived to add value in a very difficult environment. She has always been positive, has managed to be a source of inspiration to all who know her, and is well respected for her ability to relate to others even in the most trying of circumstances. Caroline's ability to lead, coach and mentor others has been a major contributor to making our workplace a much more pleasant and productive environment.*

**Paul Sor, Marketing Manager, Medibank Private**

*Caroline is an incredible consultant – a woman who can nail what's needed in a second and plan an amazing intervention just as fast. She just 'gets' people and organizations and is an inspiration!*

**Sarah Beaumont, Managing Director, Pronoia**

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