

## HILARY LANGFORD

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Owner and Principle Consultant, Oliver & Langford

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## QUALIFICATIONS

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- Bachelor of Social Work (1970) University of Queensland
- Bachelor of Arts (1977) University of Queensland

## ACCREDITATIONS

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- Group Facilitation Training Program, 1980
- Myers-Briggs Type Indicator (MBTI) Accreditation Program, 1987
- National Industry Extension Service (NIES) Total Quality Management (TQM) 'How to' Consultants' Accreditation Program, 1991
- National Industry Extension Service (NIES) World Competitive Service (WCS) Consultants' Accreditation Program, 1992
- Conflict & Dispute Resolution and Advanced Conflict Resolution, Conflict Resolution Network, Sydney, 2000
- Enneagram Professional Training Program (world leaders Dr David Daniels & Helen Palmer, USA) 2001-2002
- Enneagram Training (Dr Jerry Wagner, USA based, training in Melbourne) 2005
- Enneagram & Coaching (Dr Ginger Lapid-Bogda, USA based, training in Hong Kong) 2010

## MEMBERSHIPS

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- Enneagram Teacher in the Narrative Tradition, since 2002
- International Enneagram Association Accredited Professional, Provider or Teacher (APPT), since 2003

## SERVICES / CONTRIBUTION

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Typically, Hilary Langford is engaged when organizations are experiencing complex challenges involving people, especially when winning hearts and minds is critical to success.

We use the term organizational consultant as Hilary works at all levels of organizations. Hilary Langford has also been described as an organizational therapist and even an organizational magician. This is because most of her consulting engagements have no easy answers. Despite this, she has rarely failed to make progress on even the most intractable and pervasive of people problems.

Almost every engagement involves the development of unique strategies. So each solution is crafted and finely tuned to meet the specific needs of each individual client.

## EXPERIENCE AND PROJECTS

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### Public Sector:

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Since Oliver & Langford commenced in 1984, Hilary has been engaged by a large number of State and Commonwealth Government Departments in a wide range of projects.

*Activities undertaken in the government sector include:*

- Change management,
- Creating service cultures,
- Facilitation of vision creation, strategic and operational planning,
- Managing the people issues during structural change,
- Team formation & development,
- Team reviews,
- Role clarification and negotiation,
- 360 degree feedback
- Individual profiling using the Enneagram,
- Executive team and senior manager coaching,
- Developing skills in staff at all levels.

Hilary has worked with engineers, lawyers, planners, land valuers, IT specialists, teachers, administrators, marketers, social workers, psychologists etc and staff at all levels from the most senior to the most junior positions.

*Training workshops have included:*

- Leading Change
- Facilitation Skills for Change Managers
- Surviving & Thriving on Change
- Leadership & the Enneagram
- Conflict Management & Resolution
- Establishing & Maintaining Effective Teams
- Organizational Culture & Leadership Styles
- Career & Life Planning

*Hilary is on a number of Panels for the Provision of Consulting & Training Services.*

**Academic Sector:**

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Hilary has been engaged in numerous projects and training activities for almost 30 universities throughout Australasia and the United Arab Emirates. She has also undertaken assignments for the Australian Vice-Chancellors' Committee (AV-CC), Universities Australia (UA), and Tertiary Education Management (TEM). Services she has provided to universities include:

- Bringing Faculties, Schools and Research teams together,
- Facilitating strategic and operational planning,
- Addressing issues raised in Faculty Reviews,
- Facilitating the resolution of major conflicts in Faculties and Schools,
- Addressing major staff and student grievances,
- Developing leaderships skills in academics, supervisors and managers
- Undertaking cultural change,
- Establishing effective teams at all levels,
- Coaching senior staff as they undertake their leadership roles,
- Developing content for the university Mentoring websites.

Hilary has worked with academics, scientists, technical and professional staff at all levels. She has also worked with university gardeners, cleaners, parking attendants etc.

**Sporting Sector:**

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Hilary has provided a range of services to a variety of sporting organizations. She has worked with administrators, sporting clubs, sports' men and women, HPE teachers etc. Organizations she has worked with include Queensland Athletics, PNG Sports' Federation & Olympic Committee, Handball Association of Qld, Australian Council for Health Physical Education and Recreation

*Activities have included:*

- Strategic and operational planning,
- Leadership development and coaching,
- Training in change management,
- Individual profiling using the Enneagram,
- Team building and role clarification,
- Development and management of succession planning.

**Community Sector:**

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For many years, Hilary has voluntarily donated her skills to not-for-profit organizations who couldn't otherwise avail themselves of these services. She has been keynote speaker and presenter at many professional conferences. Other pro-bono consulting clients include Brisbane Seniors On-Line, Chillingham Community Centre, QUT Career Mentoring Scheme, Tyalgun Classical Musical Festival.

*Activities have included:*

- Strategic and operational planning,
- Change management,
- Planning & facilitation of conferences,
- Personal development: mentoring & coaching,
- Development of team and personal skills,
- Individual profiling using the Enneagram,
- Planning and chairing events.

**Individual & Team Stories:**

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Hilary has a passion for 'telling stories'! Many people, teams and organizations have important histories: stories that would explain 'why we are, who we are'. These stories need to be told. Hilary listens deeply and understands what makes people and teams tick. The rich legacy can then be recorded and shared.

For a fuller list of Hilary's Services see,  
*'What We Do... Our Services and Skills'*  
under Oliver & Langford.