



Nexus Mission & Values

Mission

Nexus will be a leading niche provider of human resource management, human resource development, and psychology services. Our early adoption of new technologies will see us leverage our skills and see us access a high value national and international market segment. In so doing, Nexus will provide the Owners, Staff and Associates with meaningful, enjoyable, well paid, and secure work.

Values

We achieve this mission as we adhere to the following values:

- **Excellence.** Our work is guided by "functional perfectionism". Everything we do is meticulous, thorough, exact, and precisely targeted to our clients' needs. Our standards, including our ethical standards, always exceed those required of us by our professional associations. Our focus is on quality and not quantity.
- **Responsibility.** We accept responsibility for our work. We accept that we must anticipate our clients and the environment - and we adapt. We do not externalise or project. We never deliver less than what we say we will deliver. But we also acknowledge and live by the precept that "responsibility" is not "blame".
- **Commitment.** For Owners, Staff, and Associates, our work is more than a job. We have passion for our work and we constantly strive to do better, constantly seeking new ways of doing things which add to quality and efficiency. We see our personal and professional development as a continuous process and one that must be supported by the business.
- **Client Focus.** We recognise that our clients are our raison d'être. We focus on their needs and ensure they get value. Our service provision is about personalised and effective solutions, not generic, "one size fits all" solutions. Our aim is to empower our clients by promoting their self-efficacy and self-sufficiency.
- **Concord.** Owners, Staff and Associates strive to work in harmony towards our common goal. We always encourage and support each other. We are always overt and forthcoming in our praise for a job well done. We rate mutual gain over individual gain. But Concord does not mean that we are loathe to identify deficiencies. We communicate these openly and constructively. Concord extends to our business partners. As our business prospers, so should theirs.
- **Diversity.** We value many manifestations of diversity. These include differences in opinion, outlook, background, and professional approaches. Through diversity comes the new ideas that help our business prosper and meet the needs of diverse clients in an international market place.
- **Timeliness.** The relatively small size of our organisation gives us one large advantage: we can be nimble in response to our clients' demands. Our service provision is characterised by short response times and solutions delivered on time.

The above values define our **culture** and affect all our practices and daily behaviours and determine our target market. Our culture determines what products and services we can offer. Our culture determines how we interact with each other and our clients. Our culture determines that our clients will be individuals/organisations who are seeking to work with professionals as partners in the achievement of sustainable development of themselves and/or their business and for whom cost is less of a consideration and for whom quality, relevancy, usability, innovation, timely delivery, and ethical soundness are of critical concern.