



## Nexus Overview

### History

Nexus Consulting Services Pty Ltd was founded by Dr Lanning Sowden and Dr Susette Sowden in 1992. Since then it has grown to be an organisation with clients from throughout Australia and New Zealand, and also Singapore, Indonesia, and Thailand. Nexus has formed partnerships and alliances with organisations in Australia, the UK and the USA. We also have a network of associates throughout Australia for the provision of psychological services.

At its inception Nexus tended to focus on the provision of psychological services, but more recently the business has established two divisions in order to better reflect its diversification. One division is under the management of Dr Lanning Sowden and the other is under the management of Dr Susette Sowden.



Dr Susette Sowden operates Dr Susette Sowden Pty Ltd which has a focus on the provision of psychological services. This organisation provides counselling and therapy over a wide range of issues including depression, anxiety, personality disorders, eating disorders, sleep disorders, and pain. It is also expert in conducting psychological assessments including clinical assessments, intellectual assessments, and educational assessments. A variety of quality reports are available including clinical, forensic, and educational reports. Within Dr Susette Sowden Pty Ltd is the Educational, Psychological, and Vocational Assessment Centre (EP-VAC) which was opened by The Hon Tim Fisher MP in June 2001. EP-VAC is a flourishing specialist provider of psychological assessments particularly those relating to intellectual ability and learning disability.



Dr Lanning Sowden operates Nexus Consulting which has a focus on Human Resource Management, Human Resource Development, and Psychology in an organisational context. Nexus Consulting offers several online services including HRD Online, Psych Testing Online, Climate Surveys Online, and elearning delivery and management software (Intralearn). It also has recognised expertise in Management Coaching, Career Exploration and Development, Team Development, Performance

Coaching, and individual and group training in areas such as Emotional Intelligence, Leadership, and Communication Skills.

## Mission and Values

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.

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 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.

Adherence to these values defines our practices and daily behaviours. For example, in psychological testing, and in particular testing online, we can: (1) only use tests of the highest quality with demonstrated and published validity and reliability data; (2) only use tests that are backed by university research; (3) only use tests that are relevant to the purpose for which testing was sought; (3) only provide assessments where there is input from a psychologist; and (4) only provide assessments which are accompanied by a debriefing from a psychologist. So our testing services will appeal to individuals and organisations for whom cost is less of a consideration and for whom quality, professionalism, relevancy, useable and understandable results, and ethical soundness are of critical concern.