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Sustainable Performance Overview

OUR MISSION IS CLEAR: WE DELIVER TRANSFORMATIVE EXPERIENCES THAT CAN CHANGE YOUR WORLD

Being human is where it starts.

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Introduction to encountas

Revolutionising Workplaces Through Transformative Learning

Today, it's not just about achieving success; it's about doing so in a way that ensures everyone thrives. At encountas, we're passionate about helping organisations achieve their strategy through their values, with the power of high-impact learning experiences.

Lets talk about sustainable performance! We know the impact of leadership on the ability to constantly transform and creating high performance and we're here to activate these crucial elements within your organisation. Leaders today need to navigate more complexity than ever before and many of our clients are leaning into **leading sustainable performance.** Leaders who not only lead with purpose, inspiring those around them, but also understand the hard edges of leadership and their crucial role in identifying, minimising, and effectively addressing psychological hazards and harmful behaviours.

Our mission is clear: we design and facilitate transformative learning experiences that result in capability uplift that not only makes your workplace healthier and successful but also enables individuals to reach their full potential. With encountas, you'll gain an active partner who designs scalable and sustainable leadership and learning experiences that can be integrated throughout your organisation.

Encountas does this by partnering (in the true sense of the word) to deliver active and adaptive, tangible experiences for the growth of organisations, leaders, teams, and individuals.



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What is Sustainable Performance?

Sustainable performance is healthy high performance. It's the new benchmark for high-performing cultures—where teams don't just meet targets, they thrive while doing it.

It's the ability to deliver **exceptional results—consistently, purposefully, and without burnout**. It integrates achievement with recovery, energy with clarity, and ambition with adaptability. This is performance that doesn't just push harder—it works smarter, protecting the long-term capacity of people and teams.

Why It Matters

- The New World of Work = Always on. Blurred boundaries. Rising complexity. This reality is driving high-performer fatigue, mediocre engagement, and chronic underperformance masked as productivity.
- **Burnout is expensive** financially and culturally. Without sustainable practices, organisations are stuck in a cycle of push-crash-recover, eroding motivation, innovation, and top talent.
- **Competitive Advantage**: Organisations that master sustainable performance retain their best people, solve bigger problems, and grow without breaking.
- It's what keeps high performers healthy—and healthy people performing at their best

The Business Case

- 21% greater profitability in highly engaged teams Gallup
- \$322 billion global cost of burnout World Economic Forum
- 41% lower absenteeism, 17% higher productivity in wellbeing-focused cultures

In short, sustainable performance is a competitive edge

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Performance + Wellbeing Connection

Leaders need to become experts in the Performance and Wellbeing connection



Poor Mental Health

Sustainable Performance

The Six Practice Areas for Sustainable Performance



Performance

Sustainable Performance Capabilities

Sustainable performance isn't a mindset—it's a skillset.

To assess whether sustainable performance is truly embedded, we've developed a core set of measurable capabilities. These serve as benchmarks for sustainable performance, at the individual, team, and organisational level.

They not only diagnose current state, but also guide development—building the behaviours, energy rhythms, and leadership needed for long-term, sustainable success.

Our six key capabilities represent the foundational levers that drive healthy high performance across individuals, teams, and leaders. They've been carefully selected to meet the evolving demands of high-growth organisations, where execution, innovation, and wellbeing must co-exist.

Each capability is designed to:

- 1. Strengthen human performance over time, not just in sprints.
- 2. Embed energy-smart ways of working into your daily operations.
- **3.** Equip leaders and teams with the tools to stretch without breaking.
- 4. Hardwire resilience, clarity, and trust into the system, without relying on burnout-recovery cycles.

These capabilities also flex across role levels, enabling tailored development at executive, mid-level, and frontline workforce tiers.

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SUSTAINABLE PERFORMANCE CAPABILITIES



LEONIE ROTHWELL

Director and Co-Founder

Leonie is the co-founder of two purpose-led innovative organisations, Encountas (Culture change, on-scale coaching and learning organisation) and Sprouta (Ecosystem for People, Culture and Performance). An experienced leader in transformation who has global teams to partners with clients worldwide to create effective organisational transformation and high performing teams.

Over 30 years she has gained experience and held senior executive roles in consulting, transformation and growth in Australia and Asia Pacific. She has partnered clients in State and Federal Government, FMCG, Financial Services, Construction, and Technology.

Leonie has developed several strategic transformation initiatives that build effective, successful and motivated teams and directly address problematic structures, cultures and leadership impeding change. Leonie has a natural ability to build trust, inspire individuals, and align personal and business objectives.

Leonie has a deep passion to help organisations do better by creating access to development to all individuals in an organisation. She spent several years in Singapore managing successful Asia Pacific high potential and leadership programs and had a senior position in a corporate mental health and wellbeing organisation, managing a team of organisational and clinical psychologists developing mental health programs and preventative solutions for high risk workforces over a diverse client base. Leonie has a Post Graduate qualification in Organisational Change and has a passion for interestbased negotiation.

Expertise

- Strategic Transformation, growth and innovation
- Executive and sales leadership development
- Strategic consultation, co-creation and management of people-centred initiatives
- Multinational, regional and global Leadership
- Addressing harmful behaviours and psychological safety
- Inclusion and thriving workplaces
- Operating Model Transformations

Her personal hobbies are documentary production and she has produced three short films and a documentary. One of these films screened at the Sydney Film Festival.

She also loves to travel. Favourite spots are India, Greek Islands, Cuba, Costa Rica and a beautiful little town in the South of France – Cotignac.

Favourite Quote | Change the way you look at things, and the things you look at change.



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LIZ GOULD

Psychologist | Executive Coach | Facilitator

Liz is a registered Psychologist and Board Approved Supervisor with over 20 years' experience specialising in the areas of psychological wellbeing and its impact on quality of life and workplace performance. Liz holds a depth of experience in supporting and addressing mental health and trauma impacts on individuals, as well as coaching for individual personal development, executive and leadership coaching, and specialised expertise in high-risk and high-performance environments.

In the past 10+ years, Liz has worked as a corporate consultant, advising senior executives and organisations on internal employee assistance programs, mental health and wellbeing programs, including impactful strategic and action-based approaches. She is an expert in psychological safety and trauma informed practice, as well as team culture and its impact on organisational performance.

Whilst high performance for teams and organisations has been a significant part of her career history, she also has a passion for supporting individuals. As a trauma-informed clinician, Liz combines multiple evidence-based modalities in her practice, including cognitive behavioural, acceptance and commitment therapy, brief solution-focused therapy, psychological first aid, and action-based personal coaching, aimed to assist clients cope with their current situation and to promote personal and professional resilience to maintain their wellbeing as they move forward.

Liz is also an experienced and accredited Executive Coach, Workplace Assessor and Trainer, as well as holding Hogan's and MBTi endorsements. More recently, she was accredited in Mental Health First Aid (MHFA Australia), Trauma-Informed Care and Psychological First Aid (Phoenix Australia). She holds master's level qualifications in Psychology (Sport and Performance) and postgraduate qualifications in Career Development. Liz has been responsible for the design, development, and implementation of a range of programs and initiatives, some of which include:

- Review and design of Strategic Action Plan for psychosocial risk for Northern Sydney LHD
- Cultural review and leadership capability development for the Department of Treasury
- Mental health training design for workforce rollout for Glencore Mining
- Design and implementation of a critical incident framework and mental health escalations protocols for vulnerable people for Titles QLD
- Design and implementation of a psychosocial safety training program for all leaders, Lactalis Australia
- Redesign and implementation of the peer support program 'TouchBase Mates' for Origin Energy
- Design an onsite mental health support program for Optus
 Australia
- Design, set up, and implementation of the mental health and wellbeing arm of NSW SES

Qualifications and Professional Affiliations

- Master of Psychology (Sport) Western Sydney University
- Post Graduate Diploma (Sport Psychology) Western Sydney University
- Graduate Certificate in Career Counselling (Elite Performers) Victoria University
- Bachelor of Science (Psychology) University of Wollongong
- AHPRA Registered Psychologist Registration #PSY0001622856
- Board Approved Supervisor



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MEET THE TEAM



MEET THE TEAM

