

Resilient Teams Program

Optimising People & Performance

Brendan May
Resilient Operations

Tactical Teams Foundation

High-performing teams don't happen by accident.

Over two decades - from tactical operations to managing complex commercial environments with 1M+ guests annually - I've watched teams either thrive under pressure or fracture.

The difference isn't talent or resources. It's whether teams have established clear standards and accountabilities before pressure hits.

The Resilient Teams Program builds these foundations through structured facilitation. In one intensive day, your team establishes behavioural standards, clarifies roles and priorities, builds communication protocols, and creates accountability frameworks that turn good people into high-performing teams.

This isn't team building. It's building the organisational system your team needs to perform.

The Problem

Teams underperform not because of talent, but because of uncertainty.

Accountability isn't explicit. Priorities aren't fully aligned. Communication works, but not efficiently. Feedback happens, but not consistently. Psychosocial hazards get documented in policies, but not actively managed through team practice.

The result? Performance plateaus below potential. Small friction compounds, conflict eventuates. People disengage rather than speak up. Risk management becomes compliance theatre. Left unchecked, this drift becomes the culture - and the gap between what the team could be and what it actually is keeps widening.

The Resilient Teams Program builds the foundations high-performing teams need: clear standards, explicit accountabilities, and practical protocols that drive both performance and genuine psychosocial risk management.

Aligned Teams Execute

High-performing teams optimise outcomes.

When teams have clear standards, explicit accountabilities, and effective protocols, performance improves and systems actually get used.

The Resilient Teams Program builds this capability through structured facilitation - not generic team building. Over one intensive day, your team establishes the operating standards and protocols they need to perform consistently.

What You Build:

- Behavioural standards, what high performance looks like, feels like, sounds like
- Role clarity and priority alignment
- Communication protocols and team tempo
- Conflict Resolution
- Accountability frameworks
- Psychosocial hazard assessment and action planning

This isn't theory.

You'll build practical frameworks through facilitated work sessions, establish team operating standards with real-time application, and walk out with protocols you implement immediately - whether as standalone team development or as part of broader transformation with the Resilient Leaders Program or The DRIVE Framework.

What Makes This Different

1. Team Transformation, Not Team Bonding

This isn't motivational exercises or trust falls. RTP uses structured facilitation to build actual operating standards - how roles align, how communication flows, how conflict surfaces constructively, how psychosocial hazards get managed.

You'll establish behavioural standards through facilitated work sessions, clarify accountabilities, and build protocols your team can use straight away.

2. Built By The Team, For The Team

The frameworks aren't imposed - they're co-created. Your team defines what high performance looks like in their context, establishes their rules inside your operating environment, and builds accountability structures that work for how they actually operate. This isn't consultant dependency. It's building internal capability.

3. Real Consultation, Real Results

Most programs deliver team development or psychosocial hazard compliance. RTP delivers both. Teams build genuine capability through the day, then assesses relevant psychosocial hazards from that foundation. The compliance documentation emerges from real team capability, not generic policy.

4. Operational Credibility

The program is designed by someone who's a Certified OHS Professional, led teams in counter-terrorism operations, managed \$96M retail operations, and increased safety reporting by 420% while halving the rate of workers compensation claims in high risk commercial environments.

What This Isn't

This program doesn't include war stories or battlefield leadership analogies. There isn't time - every moment is focused on building your team's capability, not showcasing mine.

My tactical operations background informs how facilitation is structured and how conflict is surfaced safely. But your team will be doing the work - establishing standards, building genuine accountability, and creating frameworks that hold under pressure.

Who This Is For

Teams that need clearer foundations to perform.

Maybe performance is solid but inconsistent. Maybe it's struggling. Communication might flow freely or barely happen. Accountability could be implied rather than explicit, or completely absent. Internal or external conflict may be present - customer complaints escalating, team members or departments clashing. People might hold back more than they speak up, or conflict might be constant.

Wherever your team sits on that spectrum, the Resilient Teams Program builds the same foundations: clear behavioural standards, explicit accountabilities, effective communication protocols, and genuine team capability that addresses psychosocial risk.

This works when you're ready to invest an intensive day in building genuine team foundations, not quick fixes or motivational speeches.

The Program

One-day intensive, structured facilitation

Your team establishes the operating foundations they need to perform: behavioural standards, role clarity, communication protocols, and accountability.

What you'll experience: Facilitated work sessions where your team defines what high performance looks like, feels like, and sounds like in their context. You'll clarify roles and eliminate overlap, establish team tempo and communication standards, build conflict resolution processes, and assess psychosocial hazards from a foundation of psychological safety. Not imposed frameworks - co-created capability.

The principles in practice:

At Thredbo Alpine Resort, applying these principles across all levels created alignment where frontline teams operated with the same standards as senior leadership. Clear behavioural expectations, explicit accountabilities, and consistent communication protocols demolished silos and built psychological safety.

The result: a 420% increase in safety reporting alongside a 50% reduction in workers compensation claims. When every team has clear foundations and people at every level feel safe to speak up, performance and risk management improve simultaneously.

When team capability is consistent across the organisation, systems work, change lands, and performance improves at every level.

Next Steps

Schedule a Conversation

We'll discuss your specific operational challenges, current state, and whether the Resilient Teams Program is the right approach. No cost, no obligation.

If we proceed, every engagement begins with scoping to ensure the approach is tailored to your team's needs.

Contact: Brendan May, Resilient Operations Consultant

Email:

Phone: 0448 543 606

LinkedIn: <https://www.linkedin.com/in/brendan-m-1231a1194/>

About Brendan May

20+ years building leadership capability in high-pressure environments - from tactical operations to commercial settings where margins, risk, and efficiency matter.

Experience: Australian Army → NSW Police Tactical Operations Unit (Counter-Terrorism) → ALDI (Operations & People Leadership, \$96M area) → Thredbo Alpine Resort (Head of WHS, Risk & Training, 1M+ guests annually)

Qualifications: Master of Occupational Health & Safety (2026) | Certified OHS Professional | Organisational Coach (University of Bath) | Advanced Diploma Leadership & Management | Diploma Security & Risk Management

Proven ROI:

ALDI - \$96M Area: 260% ROI

- 52%/\$320k reduction in area inventory loss ~5 month ROI
- Staff turnover: 22% → 7% additional ~\$90-120k annual cost reduction
- Methodology validated by ALDI corporate - pushed nationally across Australia and globally by ALDI Germany

Thredbo Alpine Resort - 1M+ guests annually:

- 420% increase safety reporting
- 50.3% reduction workers compensation claims ~\$230k annual cost reduction
- EVT Group Executive Leader of the Year and COVID-19 crisis management awards

Combined impact: \$650k+ annual value creation