
ACT Solutions & Toolkit

January 2026

Understanding Behaviours that Create Results

About ACT

Who We Are

ACT is a corporate consultant and training solutions company. At the heart of ACT, we offer a **holistic approach** that provides a transformative solution. A solution that respects diversity and encourages inclusion to our partnering organizations who want to add value and develop their greatest asset - **their people**.



What We Do

We work with you together as your **Human Capital Partner** bringing expertise in **cultural transformation**, **people behavior**, **leadership development**, and **business strategy**. We help companies to solve their challenges in people, culture, and processes.



Organizational Development

- Cultural Transformation
- Building Corporate Culture
- Building Organizational Awareness
- Collaborative Working
- Change Management
- Employee Engagement



Leadership & Management

- Effective Leadership
- Leading vs Managing
- Motivating People
- Executive Coaching
- Manager As A Coach
- Performance Management
- Effective Delegation



Team Development

- Cross Team Cooperation & Collaboration
- Developing A High Performing Team
- Working With Multi-cultural Team
- Effective Communication
- Managing Remote Team



Individual Development

- Building Self Awareness
- Assertiveness Skills
- Coaching
- Goal Setting
- Creativity & Innovation
- Emotional Intelligence
- Time & Stress Management



Assessment Centre

- Define desired behaviours & competencies to be recruited
- Recruit right candidates by assessing their behaviours through situational simulations and experiential activities

Using People Data to Transform

Behaviours

- Behavior Assessment
- Self-awareness
- Leadership Development
- Team Effectiveness



360

- 360° Feedback Assessment
- Core Competencies
- Leadership Development
- Talent Management



Networks

- Organizational Relationships
- Transformation & Alignment
- Network Analysis
- Talent Identification



Culture

- DIM Methodology
- 'Good to Great' Principles
- Sustaining Performance

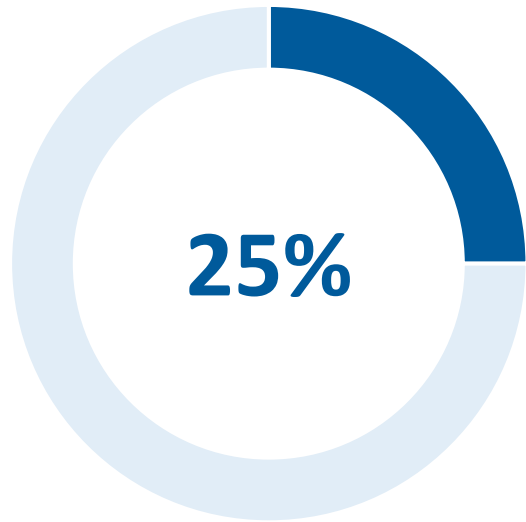


'Good to Great'
Cultural Transformation

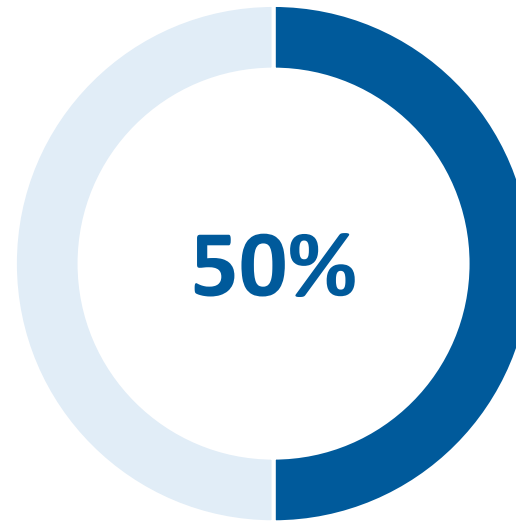


**An impactful tool for self discovery to enhance
self & team effectiveness**

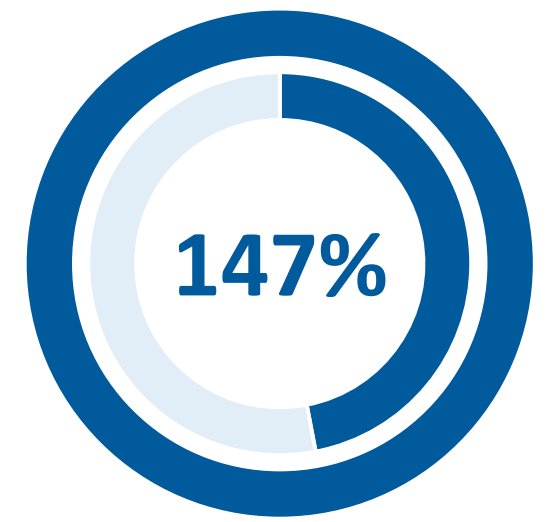
WHY Self-awareness?



improvement in productivity
with engaged employees.
Gaining employee trust is key
to high engagement.



improvement in decision making
Team with high self-awareness
made better quality decisions.



higher earnings per share
as a result of highly engaged
and self-aware workforces.

Source:

- 7 Surprising Stats That Show the Importance of Internal Communications by Cassie Paton
- Barriers to Organizational Change by Torben Rick

What is Insights Discovery?

What is it?

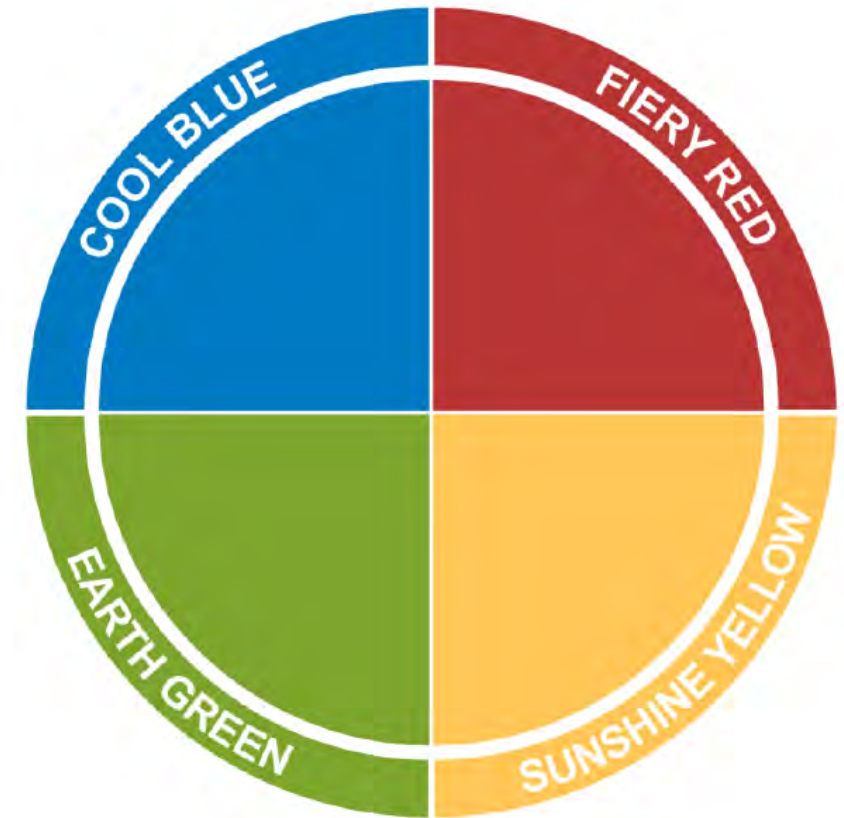
A simple and accessible four color model which, accompanied by a personal profile, helps people to understand more about themselves and others.

Who is it for?

All members of an organization, from new starters to senior leadership.

What is it useful for?

- ✓ Improving personal effectiveness
- ✓ Creating a **common behavioral language** to facilitate communication and collaboration with others



Starting from Self Awareness

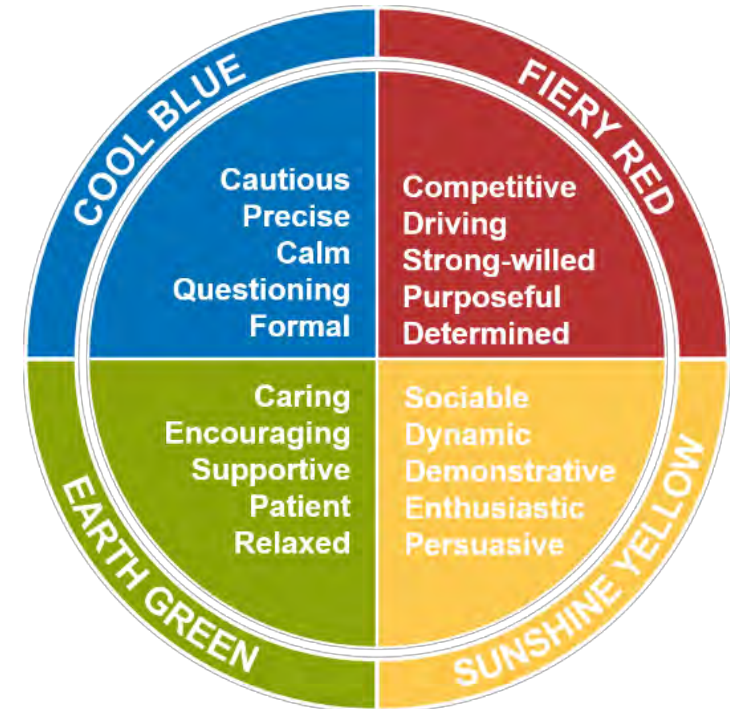
SELF EFFECTIVENESS

TEAM EFFECTIVENESS

LEADERSHIP EFFECTIVENESS

SALES EFFECTIVENESS

- Understand **personal style** and **behavioral preference**
- Identify personal **blind spots** and **areas to develop**
- Realize how this affects **interpersonal relationships**
- Improve personal **communication** skills and **adapt** to situational needs



Insights Four Color Energies

Application for Team Effectiveness

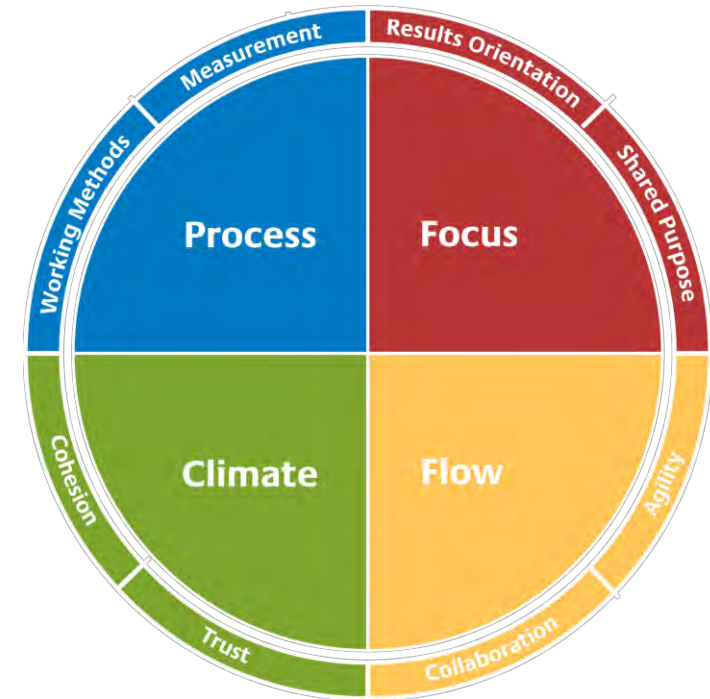
SELF EFFECTIVENESS

TEAM EFFECTIVENESS

LEADERSHIP EFFECTIVENESS

SALES EFFECTIVENESS

- Identify team's **behavioral preference** - Dominating or absent color
- Realize the **assets** and **liabilities** of current team-color-pattern
- Recognize individual's unique **value** & **contribution** to the team
- Better **awareness** of others and team combination and know how to utilize team dynamics



Team Effectiveness Model

Application for Leadership Effectiveness

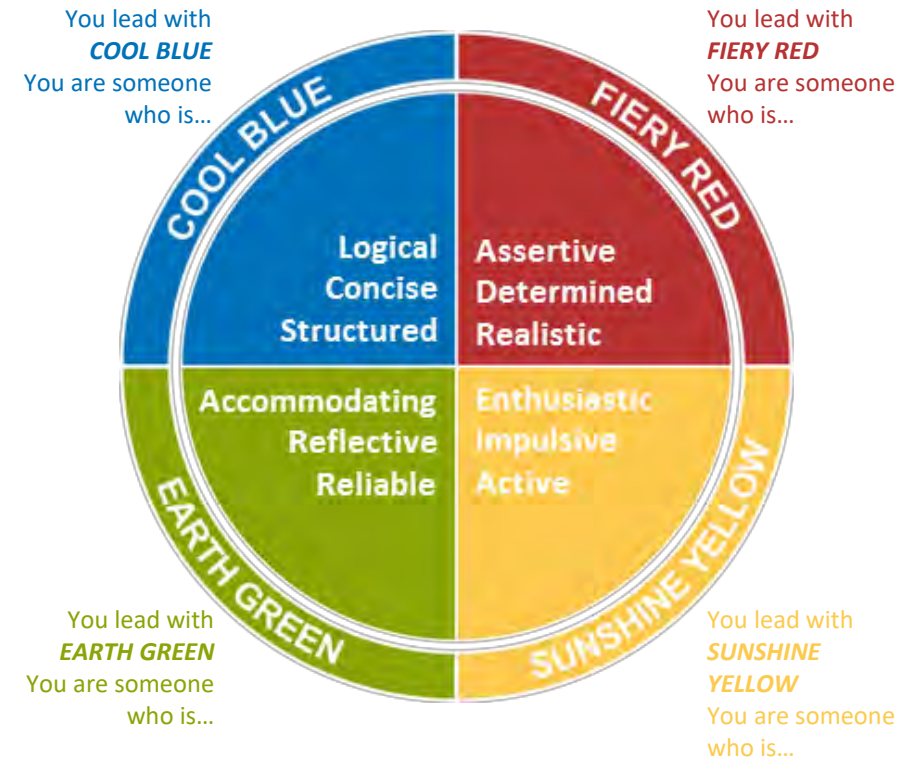
SELF EFFECTIVENESS

TEAM EFFECTIVENESS

LEADERSHIP EFFECTIVENESS

SALES EFFECTIVENESS

- Identify your **team members'** color energies
- Understand **behavioral preferences** of each color energies
- Adapt the **leadership style** to connect with others and lead them more effectively



Leadership Effectiveness Model

Application for Sales Effectiveness

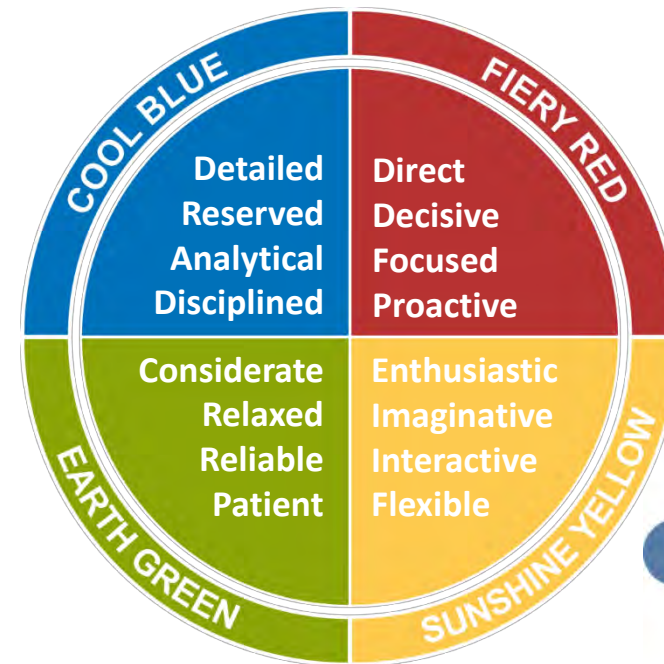
SELF EFFECTIVENESS

TEAM EFFECTIVENESS

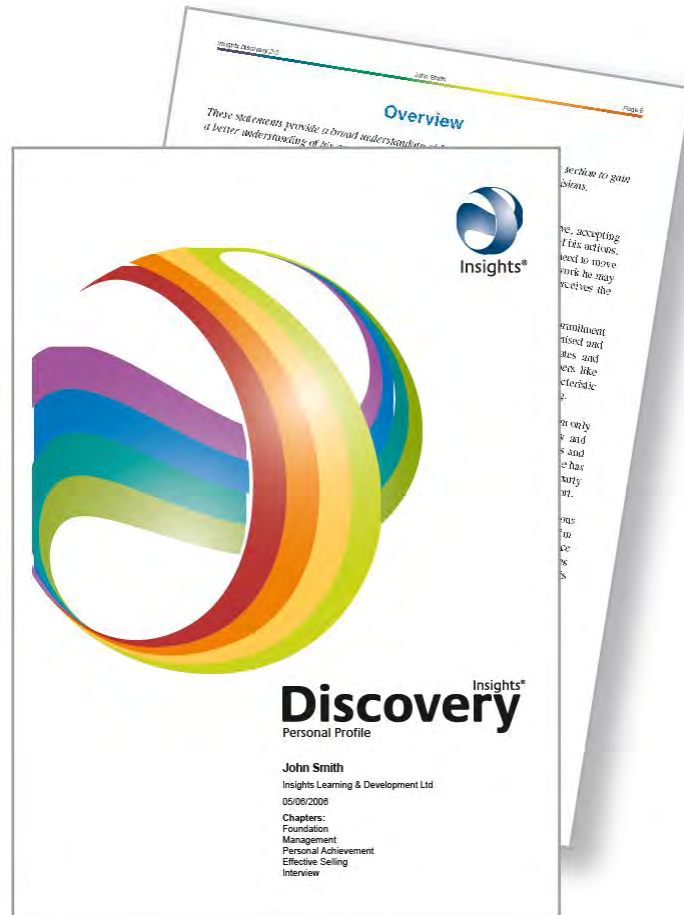
LEADERSHIP EFFECTIVENESS

SALES EFFECTIVENESS

- Learning the 6-step **sales model**
- Recognizing color energies in **customer's action**
- Overviewing of **selling style** aligned with sales model
- Negotiate to **influence commitment** and buying resistance by preferences



Insights Discovery Personal Profile



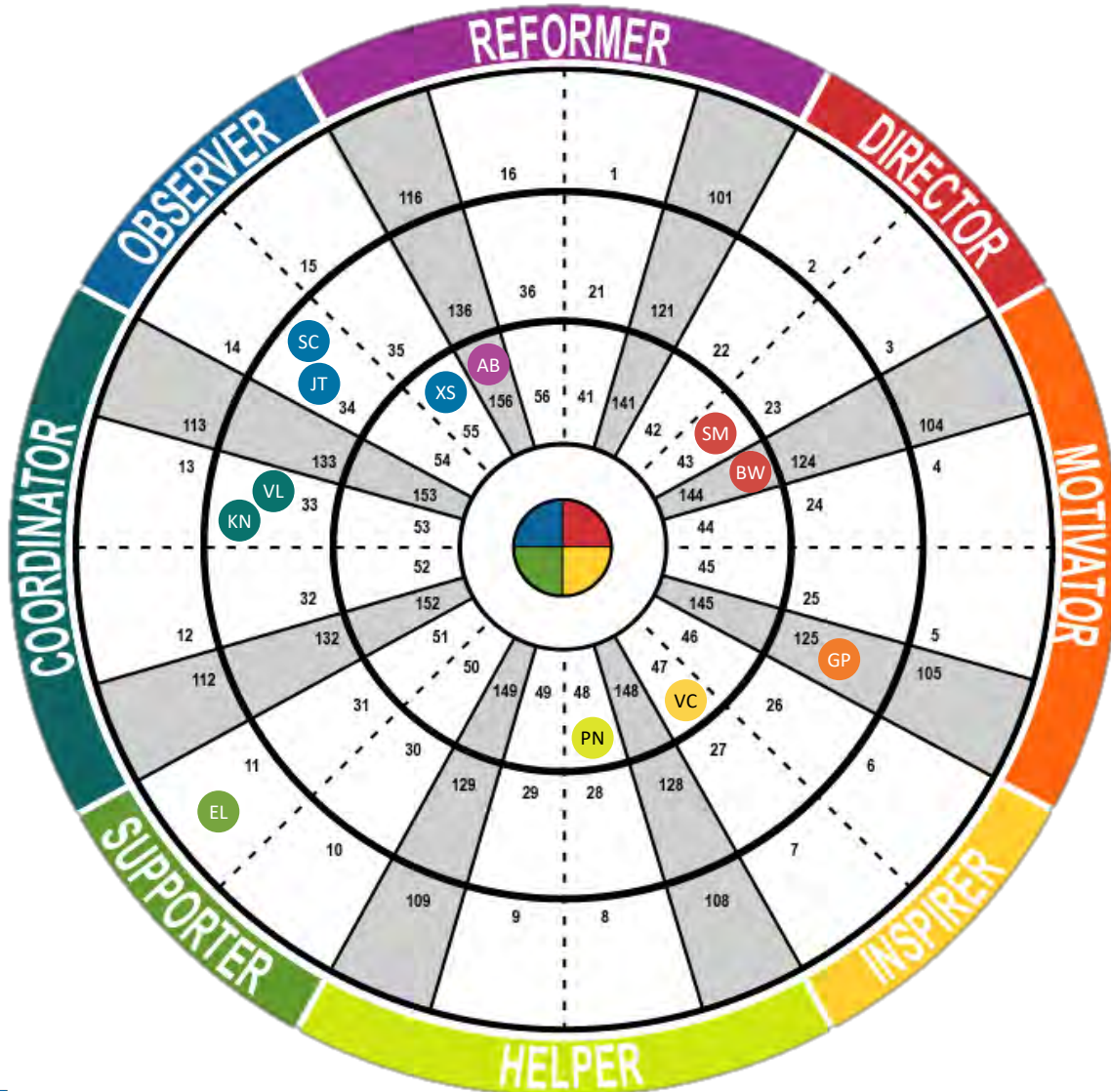
Contents

Introduction	
Overview	
Personal Style	
Interacting with Others	
Decision Making	
Key Strengths & Weaknesses	
Strengths	
Possible Weaknesses	
Value to the Team	
Effective Communications	
Barriers to Effective Communication	
Possible Blind Spots	
Opposite Type	
Suggestions for Development	
The Insights Discovery® 72 Type Wheel	
The Insights Discovery® Colour Dynamics	

Insights Discovery Personal Profile



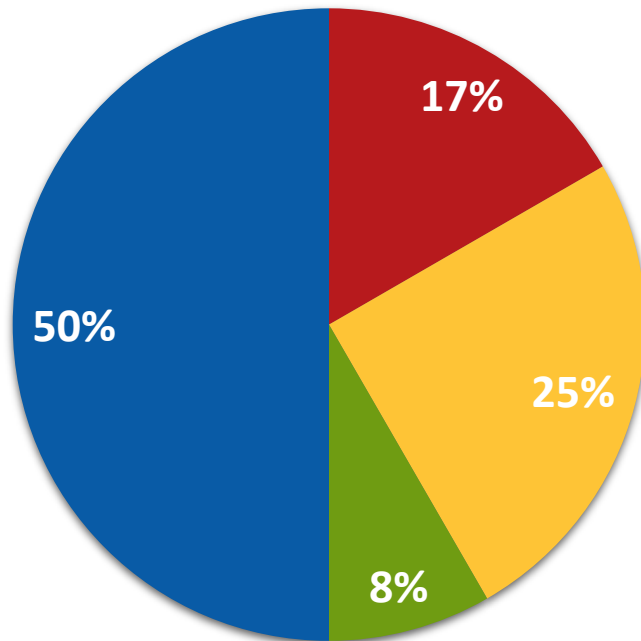
Team Wheel (sample)



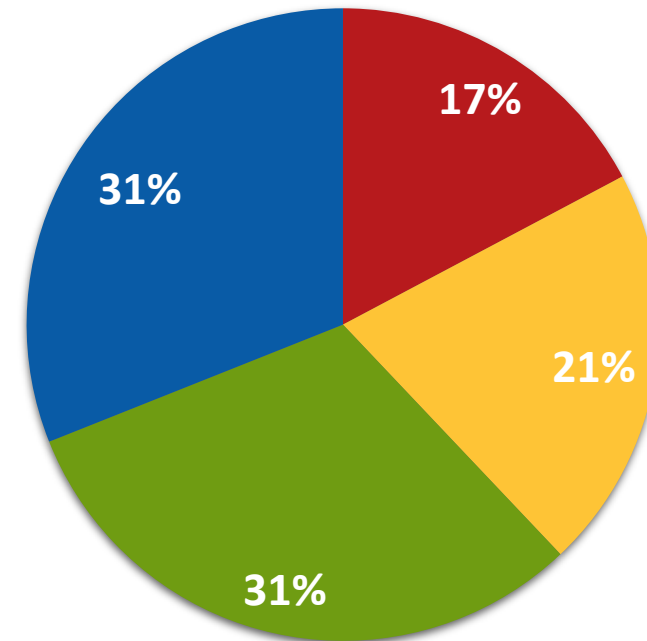
Initials	Name	Wheel position	Color Energies Preference
SC	Sarah Chan	34	Blue Green / Red Yellow
PN	Phyllis Ng	48	Yellow Green Blue / Red
VL	Vanessa Lau	33	Blue Green / Yellow Red
AB	Anna Bak	156	Blue Yellow Red / Green
VC	Venetia Cheng	47	Yellow Green Red / Blue
SM	Samantha Mui	43	Red Yellow Blue / Green
KN	Kelvin Ng	33	Blue Green / Yellow Red
XS	Xander Shum	55	Blue Red Green / Yellow
JT	Jovy Tsang	34	Blue Green / Red Yellow
GP	Grace Pang	125	Yellow Blue / Red Green
BW	Brandon Wong	144	Red Green Yellow / Blue
EL	Emily Lee	11	Green / Blue Yellow Red

Team Color (sample)

Dominant Color Energies
First Color Energy



Inclined Color Energies
Color Energies Above the Mid-Line



Integrating Insights Discovery

A Tool To Build Common Language & Assist The Process

Simplicity, Immediate & Lasting Impact



The visuals and language makes the assessment tool **FUN** and **ENGAGING** to work with, and caters to different learning styles.



The descriptions and behavioral tendencies relating to the color energies makes it a **COMMON LANGUAGE** that is memorable and easily used in daily interactions.

The **SIMPLICITY** of the color energies makes it powerful and 'sticky' for long-term impact with **ONGOING** reinforcements that are easy to implement.



Its key concept of perception, preferences and non-labelling judgement makes it universal and **POSITIVE**, enabling everyone to feel appreciated for their uniqueness.





A Data Approach to Identify & Measure Connections in Networks and Drive Change

Organizational Network Analysis (ONA)

Based on **Organizational Network Analysis (ONA)**, ACTive Networks is the **statistical** and **graphical** analysis of **human networks** and **relationships** that drive workplace performance, designed to provide insight into:



Organizational
relationships



Organizational
structure



Organizational
performance

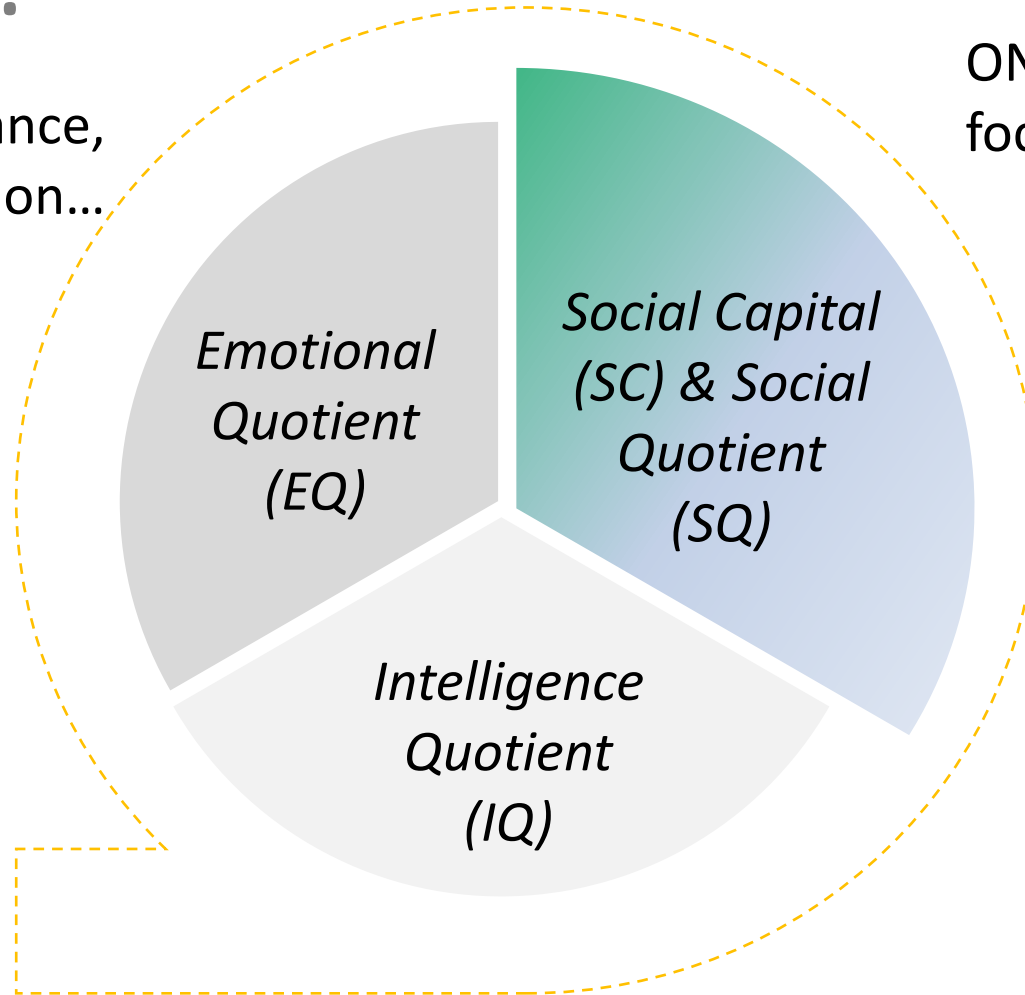


- Calculates **Social Capital** and **Social Quotient**

Typically...

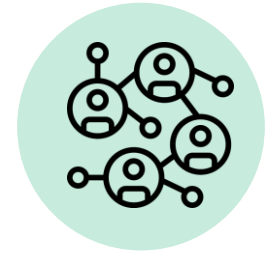
To predict performance,
organizations focus on...

- Traditional Engagement Survey
- Organization Chart
- Formal organization structure



But..

ONA
focuses on...



Social Capital (SC)

The informal structure
within a network

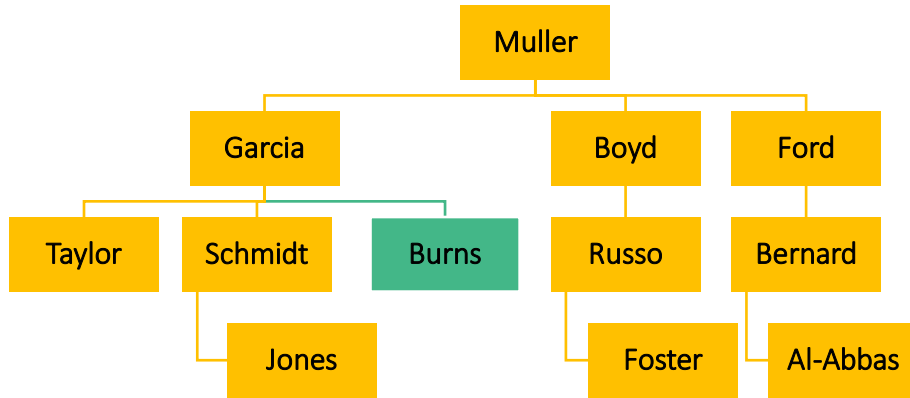


Social Quotient (SQ)

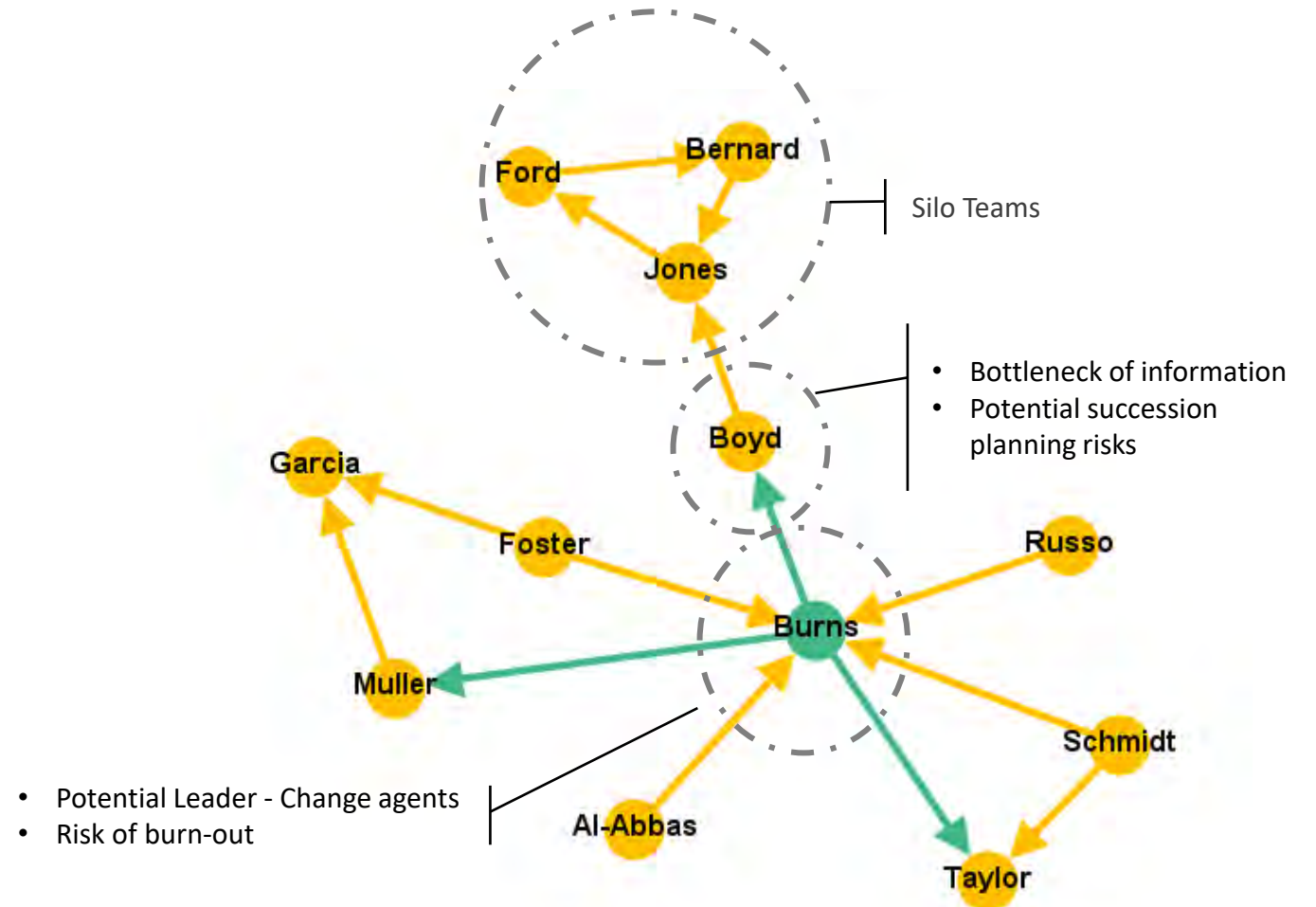
The collaborative style and
influence of an individual
within a network

The role of networks in organisational change...

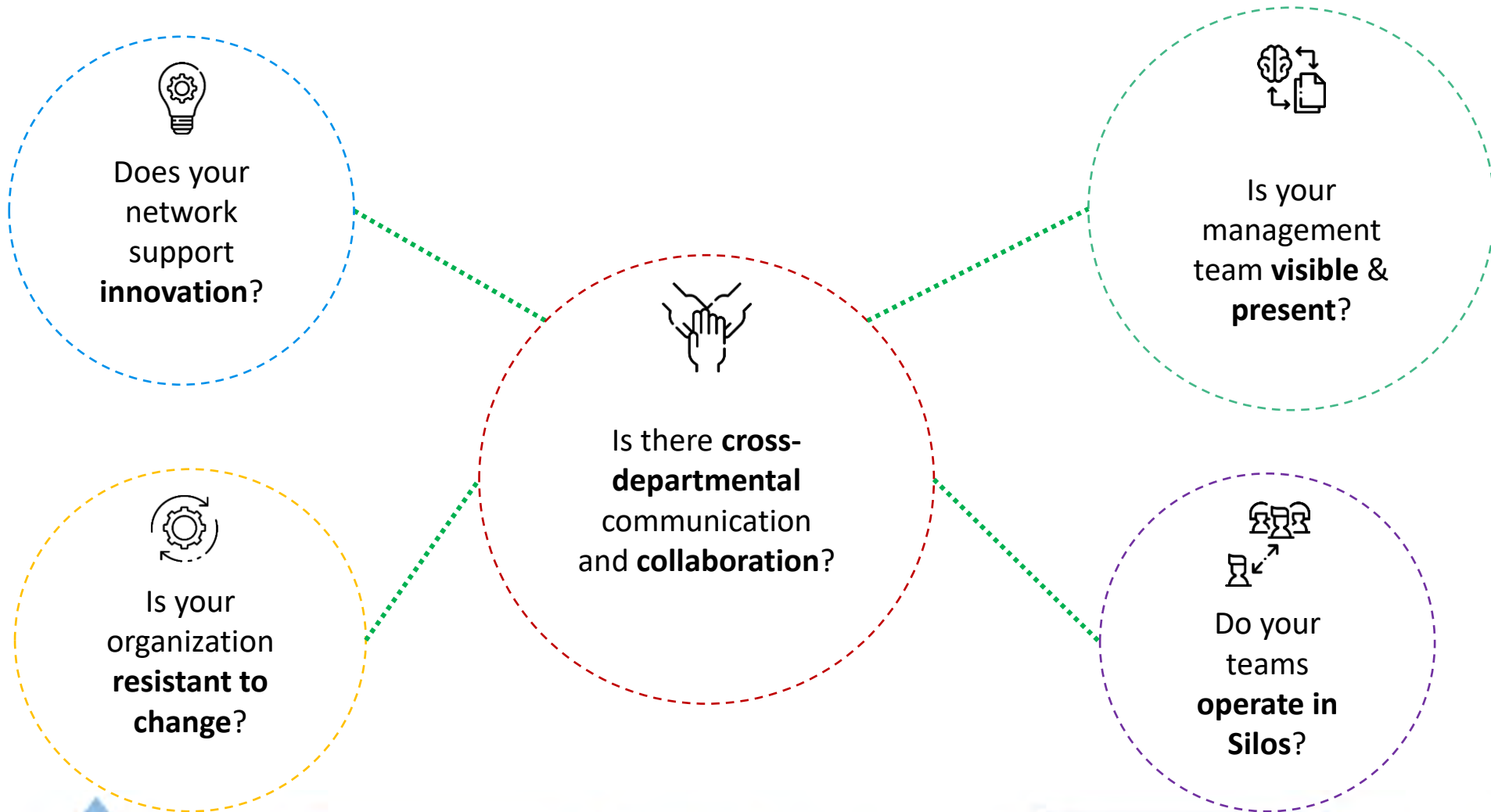
How people think work gets done...



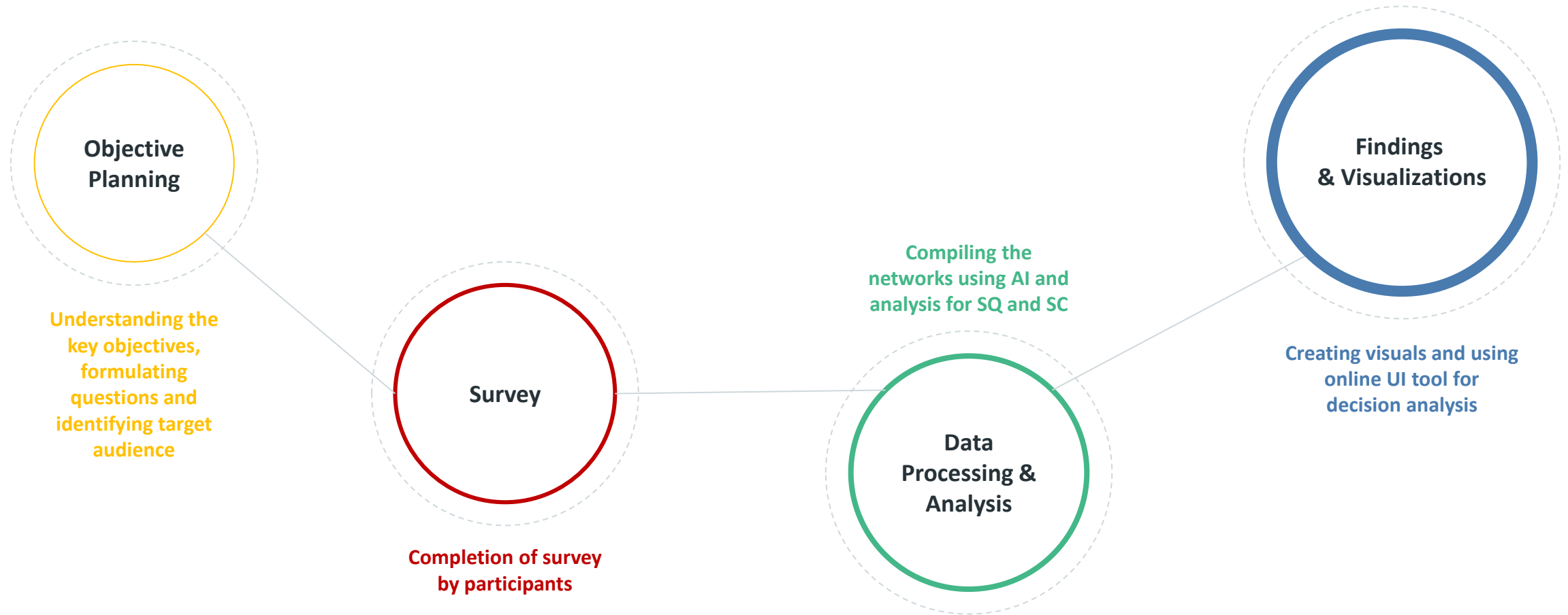
How work actually gets done...



Questions it Considers...



How it Works: Process Flow



Participant's Survey

SURVEY SAMPLE

25%

QUESTION 1 (PART 1)

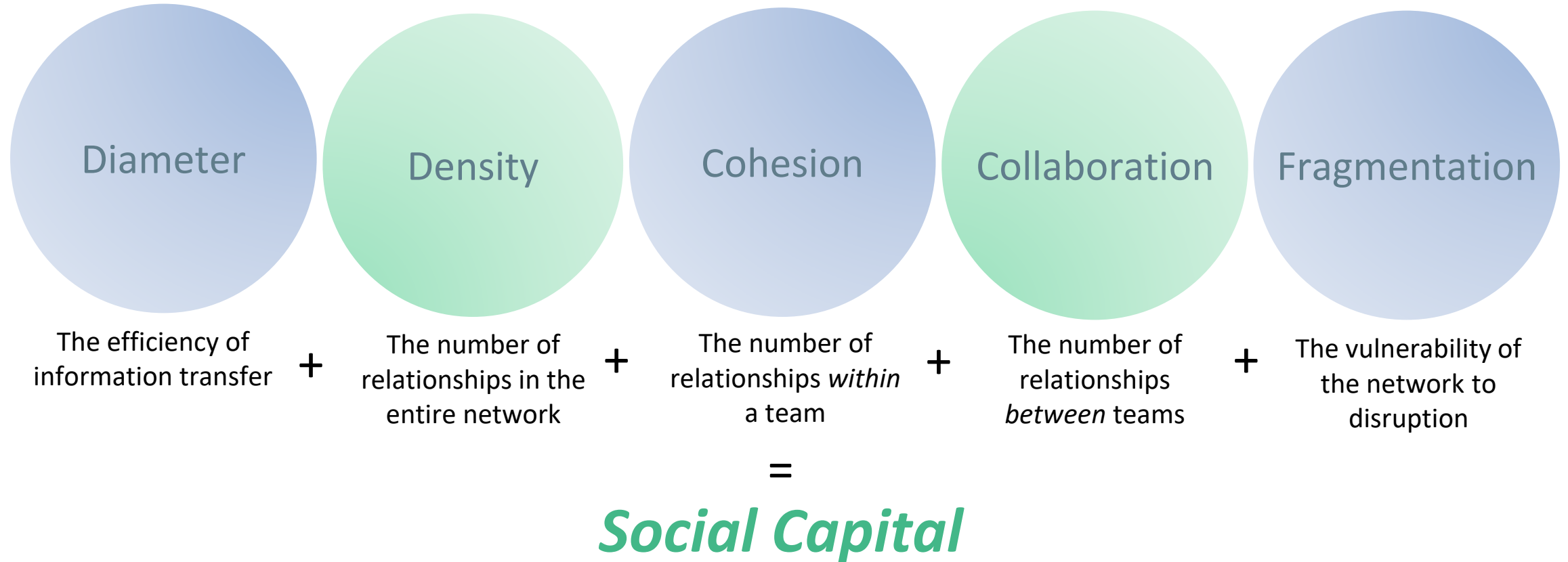
* How often do you communicate with the following individuals about work-related topics at your company?

	Not Often 1	2	Rarely 3	4	Sometimes 5	6	Very Often 7	I do not know this person
Ahmad Hakim	☐	☐	☐	☐	☐	☐	☐	☒
Aiko Yoshida	☐	☐	☐	☐	☐	☐	☒	☐
Arthit Onruang	☐	☒	☐	☐	☐	☐	☐	☐
Bethany Ainsworth	☐	☐	☐	☐	☐	☐	☐	☒
Boonsri Theeravit	☐	☐	☐	☐	☐	☐	☐	☒
Ezio Rossi	☐	☐	☐	☐	☐	☐	☒	☐
Fatima Al-Mufti	☐	☐	☐	☐	☐	☐	☐	☒
Hassan Ali	☐	☐	☐	☐	☐	☐	☐	☒
Itsuki Kato	☒	☐	☐	☐	☐	☐	☐	☐
Lawan Suttirat	☐	☐	☐	☐	☐	☒	☐	☐
Pierre Blanchard	☒	☐	☐	☐	☐	☐	☐	☐

? For example, communicating by email, face-to-face, phone call, skype, whatsapp, etc.



5 Key Social Capital Metrics



Social Capital Metrics: Diameter and Density

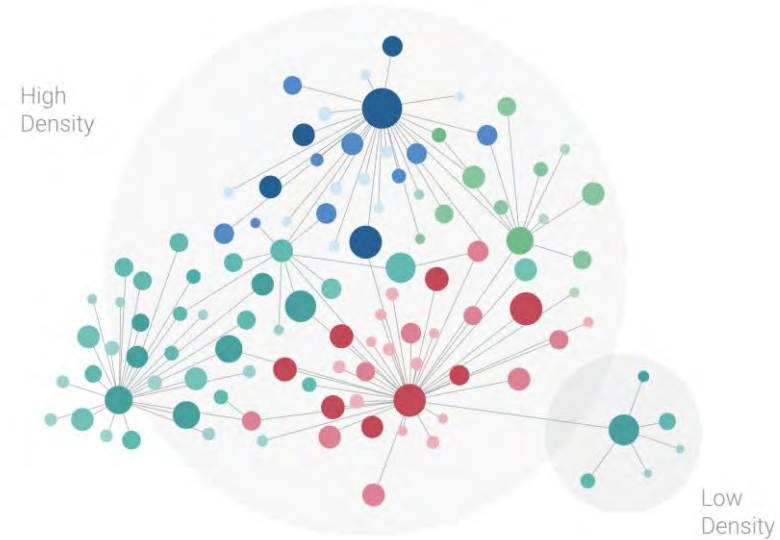
Diameter

Diameter is a measure of the distance between the two furthest individuals in a network. If the diameter of a network is five, the two furthest individuals would have to communicate through five other individuals to reach each other. Diameter is therefore a good indication of how quickly and efficiently individuals can communicate through a net



Density

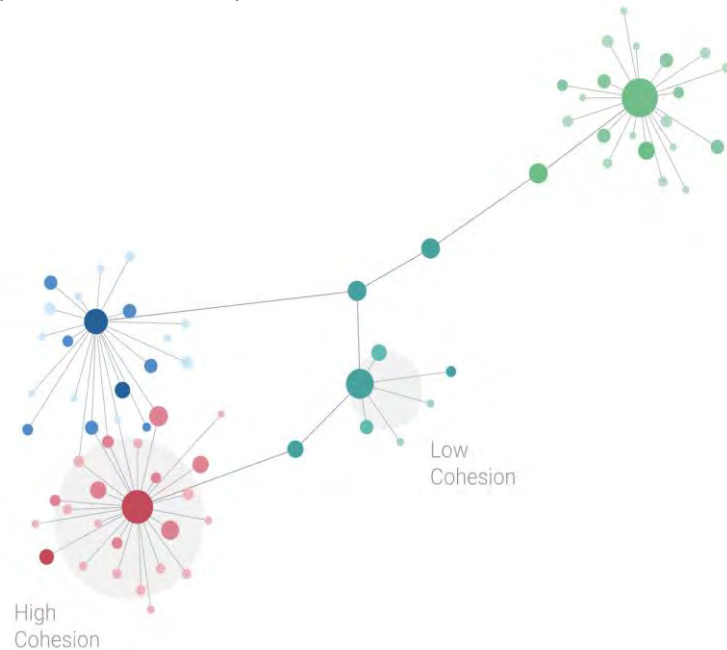
Density is the percentage of relationships that exist out of the possible number of relationships that could exist. Networks with high density have greater connectivity and communication, while networks with low density have weaker connectivity and communication.



Social Capital Metrics: Cohesion and Collaboration

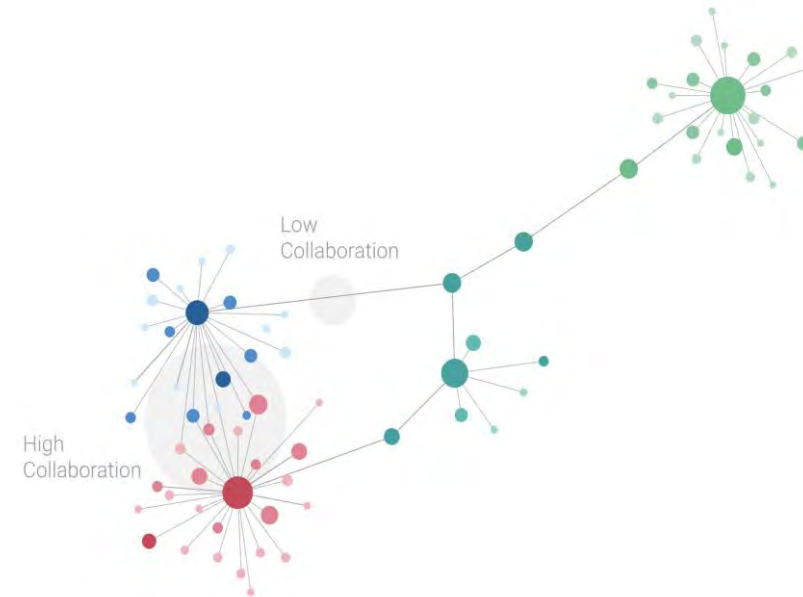
Cohesion

Cohesion is density at the intra-group level. For example, the percentage of communication relationships being utilized between employees of the same department.



Collaboration

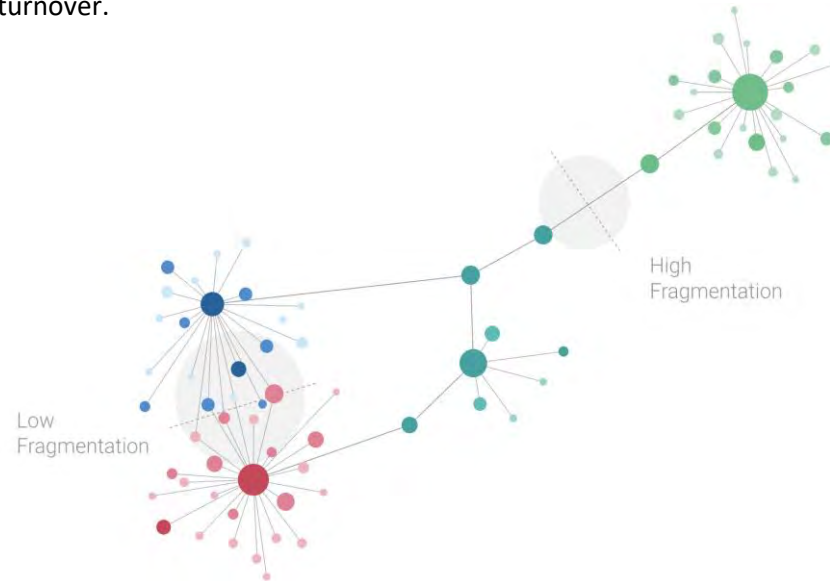
Collaboration is density at the inter-group level. For example, the percentage of relationships being utilized between employees from two different departments.



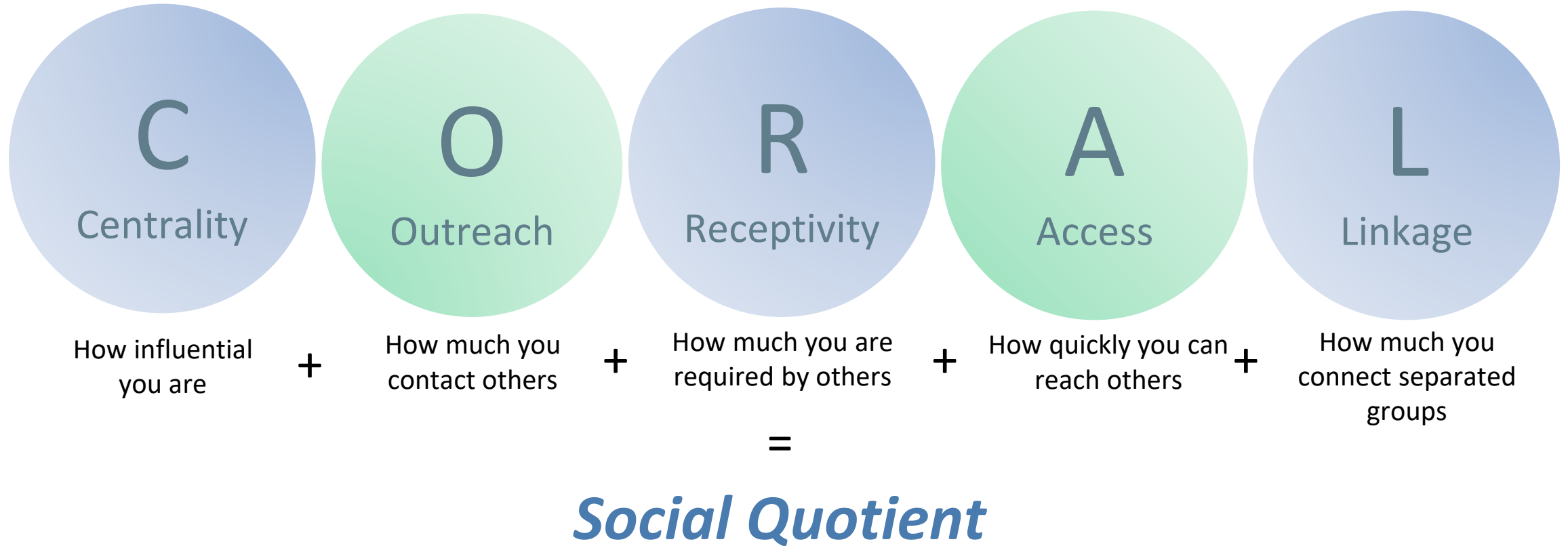
Social Capital Metrics: Fragmentation

Fragmentation

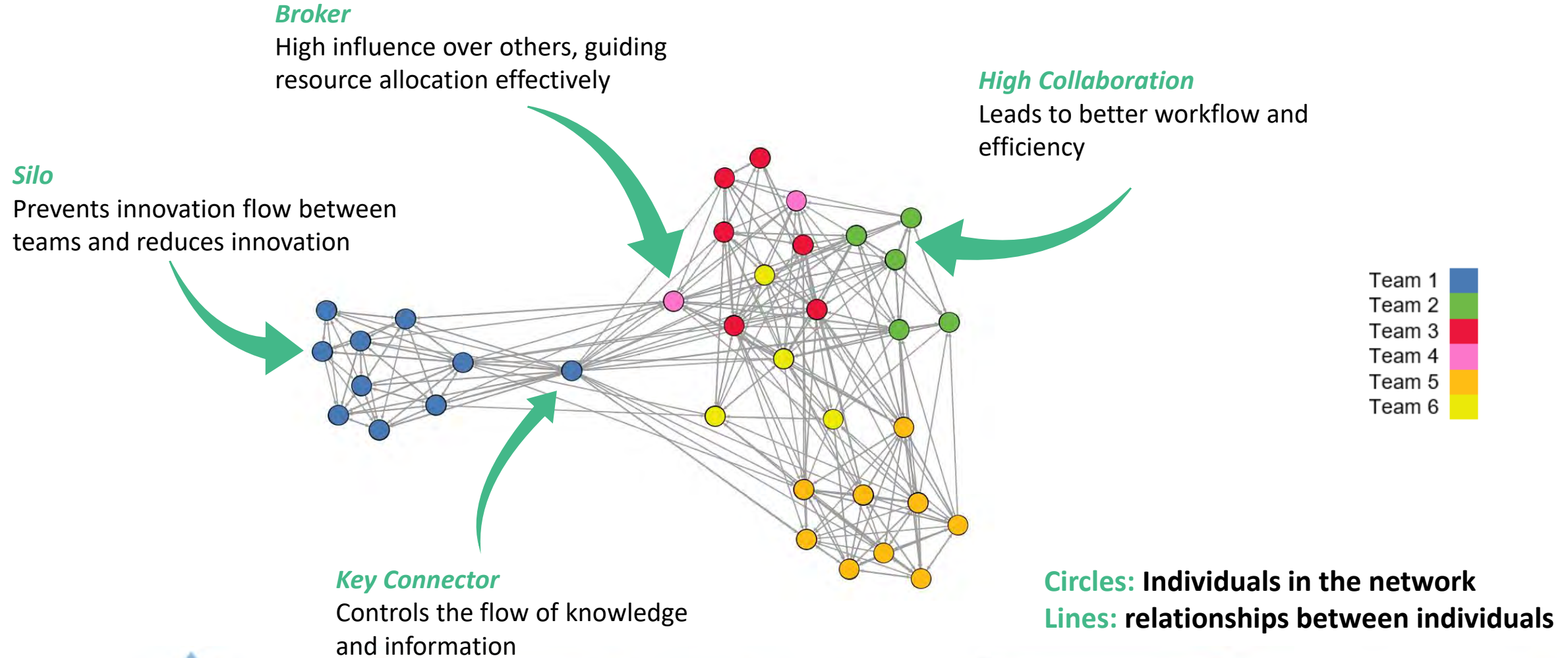
Fragmentation is a percentage measure of how susceptible the network is to disruption. If fragmentation is high, only a few members of the network would have to leave to cause real disruption. If fragmentation is low, the network is relatively robust to change and employee turnover.



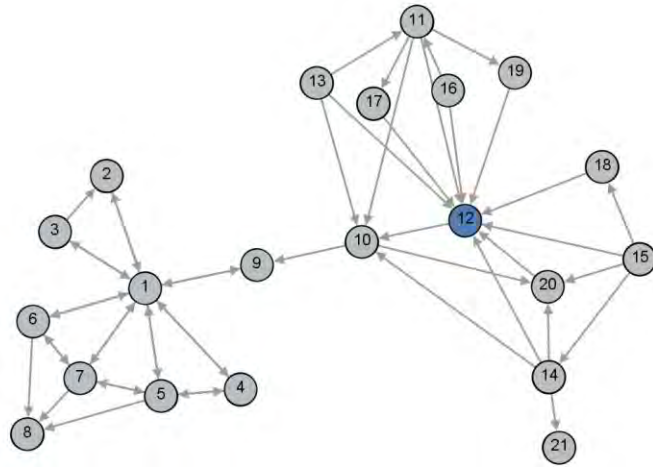
5 Key Individual SQ CORAL Metrics



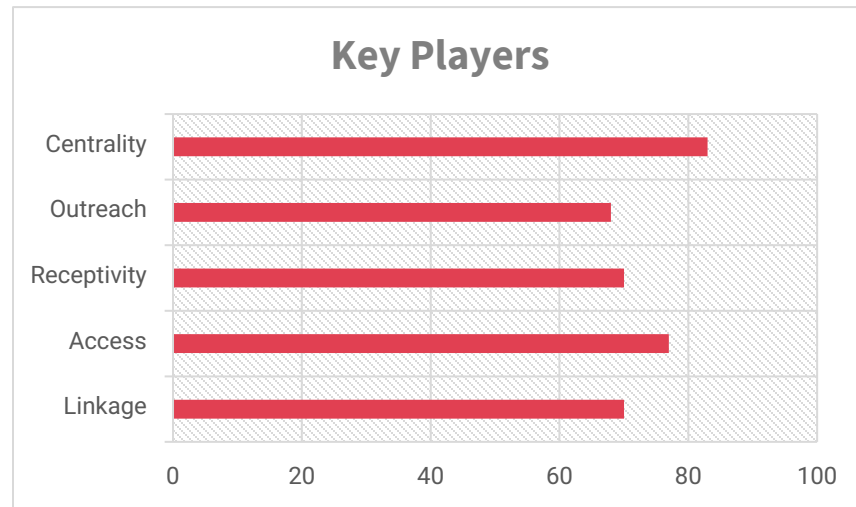
Visualizing Organizational Networks



Key Players



Key Players are well connected, and have connections and relationships with people who are likewise, well connected.



The ability to influence, being informal leaders, being well-liked and respected

Strengths

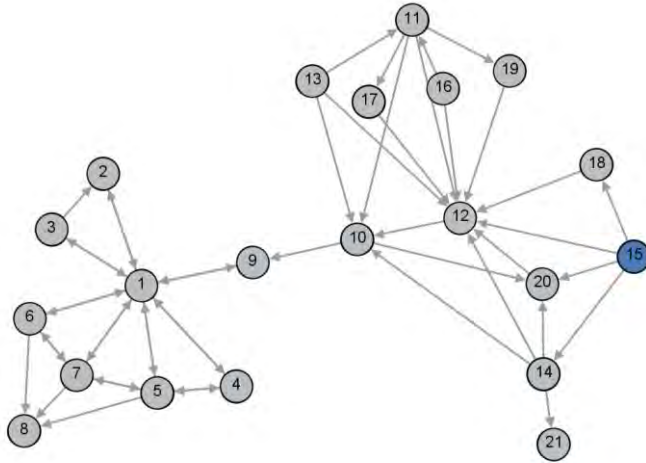
Doing too much, and being relied upon by others. As a result, they often feel more pressurized than other people in the network

Risks

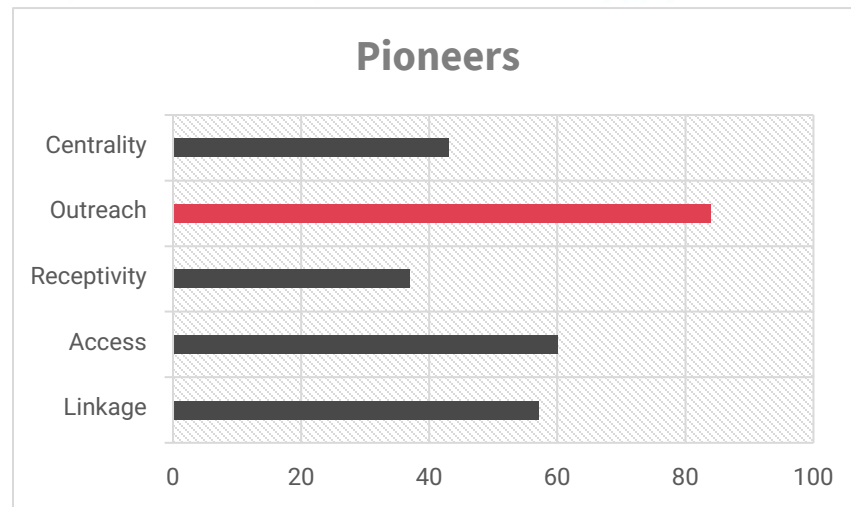
Change Agents, hidden Talent

Uses

Pioneers



Pioneers communicate outwardly with a lot of other people in the network. They find it easy to approach others and start relationships.



Being outgoing, enthusiastic, gregarious, with a great ability to start and foster relationships

Strengths

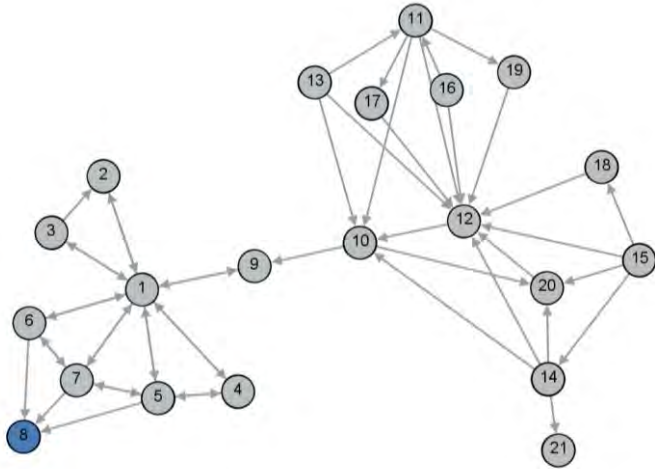
Struggling to work independently, appearing demanding, relying on others

Risks

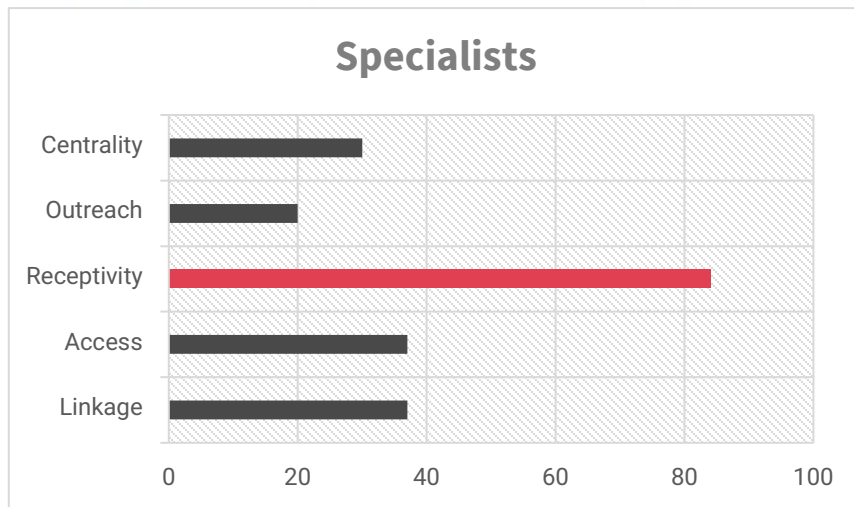
Breaking down silos, developing new network relationships

Uses

Specialists



Specialists are characterized by being highly competent, sought after and well respected by others in the network.



Being excellent listeners and advisers, being knowledgeable and skilled

Strengths

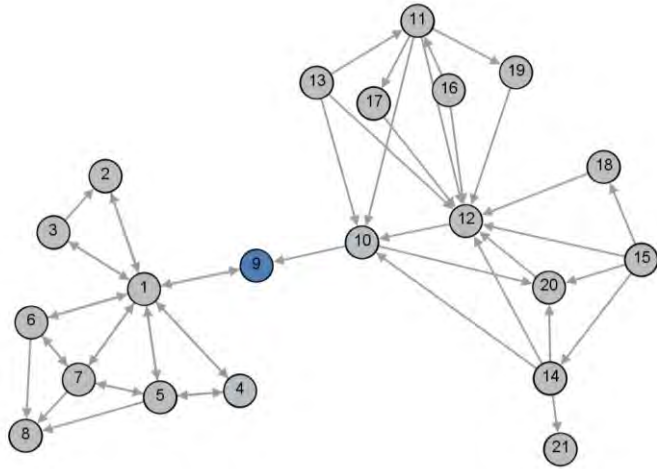
Pressurized by the demands of others, may feel unappreciated

Risks

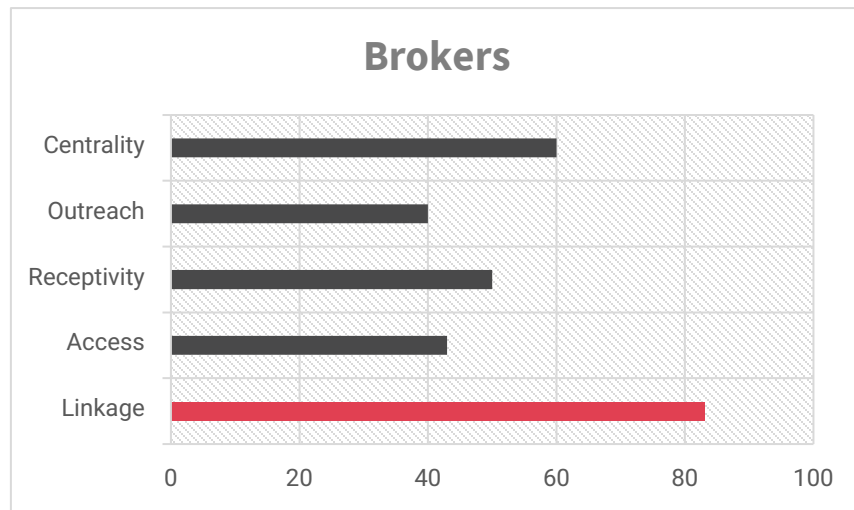
Subject Matter Experts, Mentors, Knowledge/Skill hubs

Uses

Brokers



Brokers connect disconnected groups or individuals, acting like bridges between different parts of the organization.



Transferring information, breaking down silos, improving innovation, and influencing others

Strengths

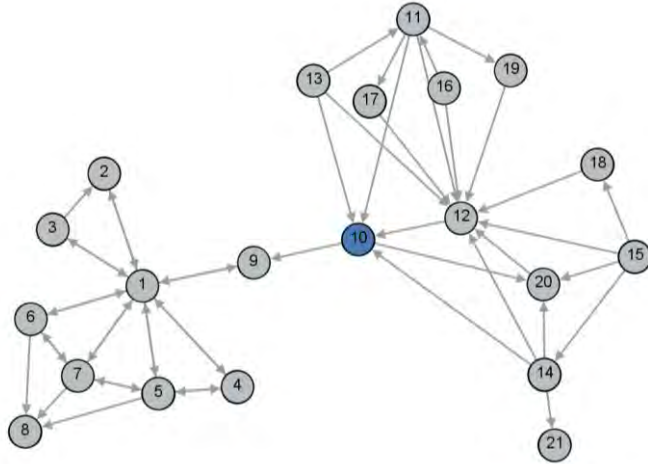
Bottlenecking information, decisions and ideas

Risks

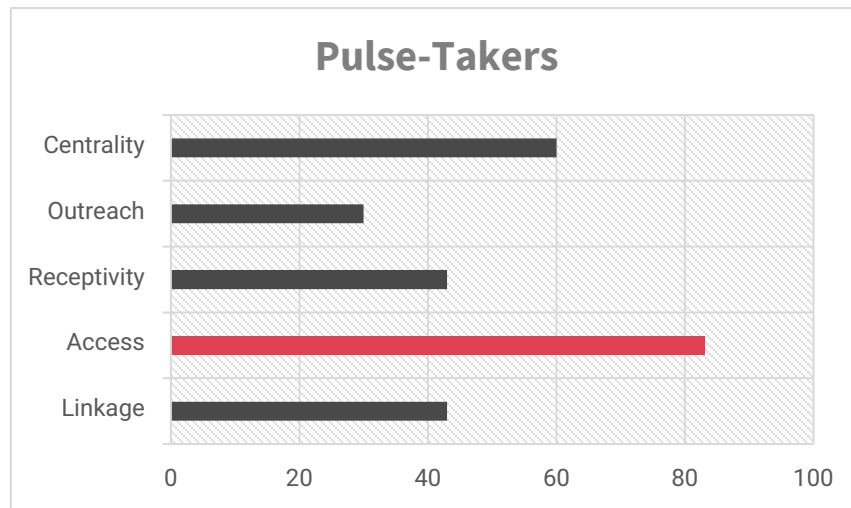
Change Agents, Innovators, breaking down silos

Uses

Pulse-Takers



Pulse-Takers sit along the information and communication ‘highways’ of an organization. They can reach others in the network quickly and effectively, knowing who knows who, and who knows what.



Knowing where knowledge/skills are in an organization, reaching people quickly

Strengths

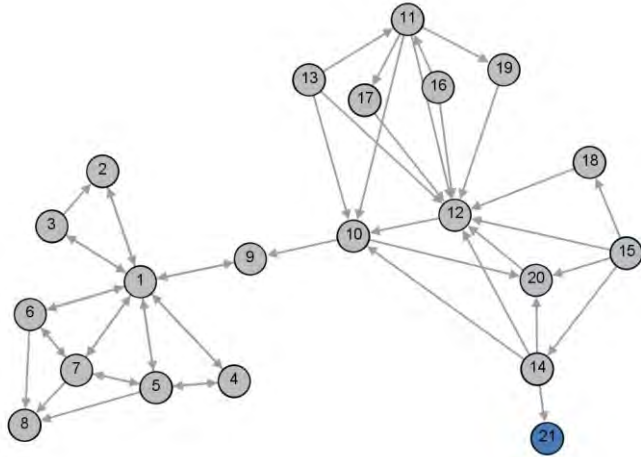
They may not always be able to use the information they have access to effectively

Risks

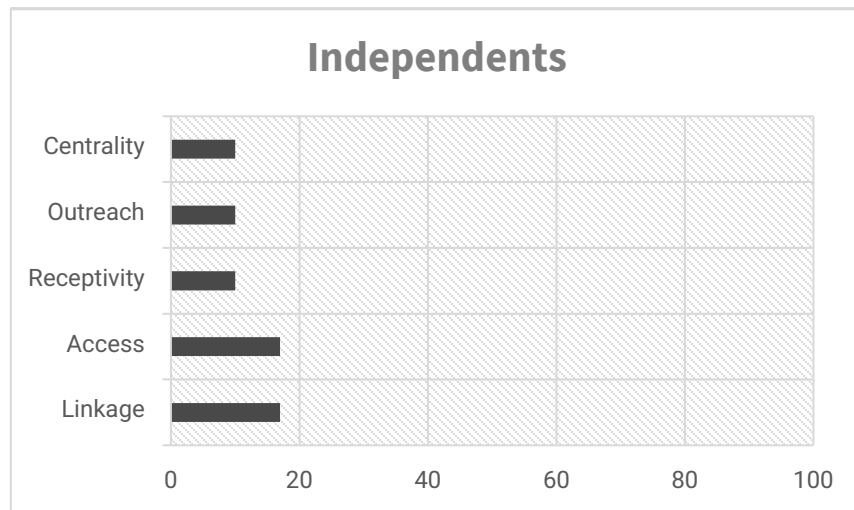
Change Agents, identifying and improving communication pathways

Uses

Independents



Independents tend to be situated towards the periphery of a network, having relatively few connections and relationships with others.



Being independent, avoiding office politics and power plays

Strengths

Feeling isolated, unappreciated, and being unable to influence others or share ideas and knowledge

Risks

Identifying causes of exclusion in a network, improving diversity and inclusion, identifying cliques

Uses

Case Study 1: The Trust Network

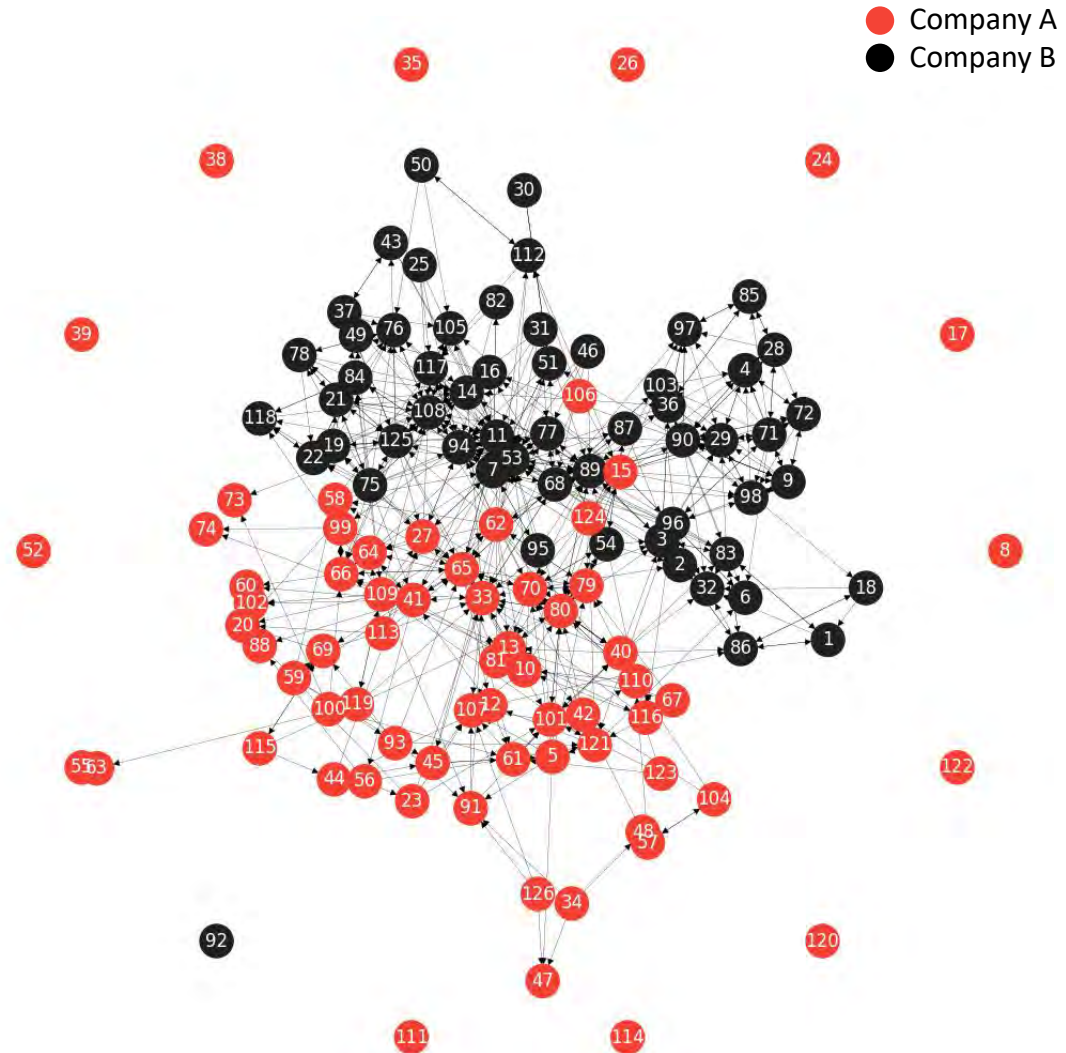
Select up to 20 colleagues who you trust the most to share information with openly.

Diameter - 6

Density - 5%

Fragmentation - 3%

Already disconnected
with 14 participants.



Case Study 1: The Mutual Trust Network

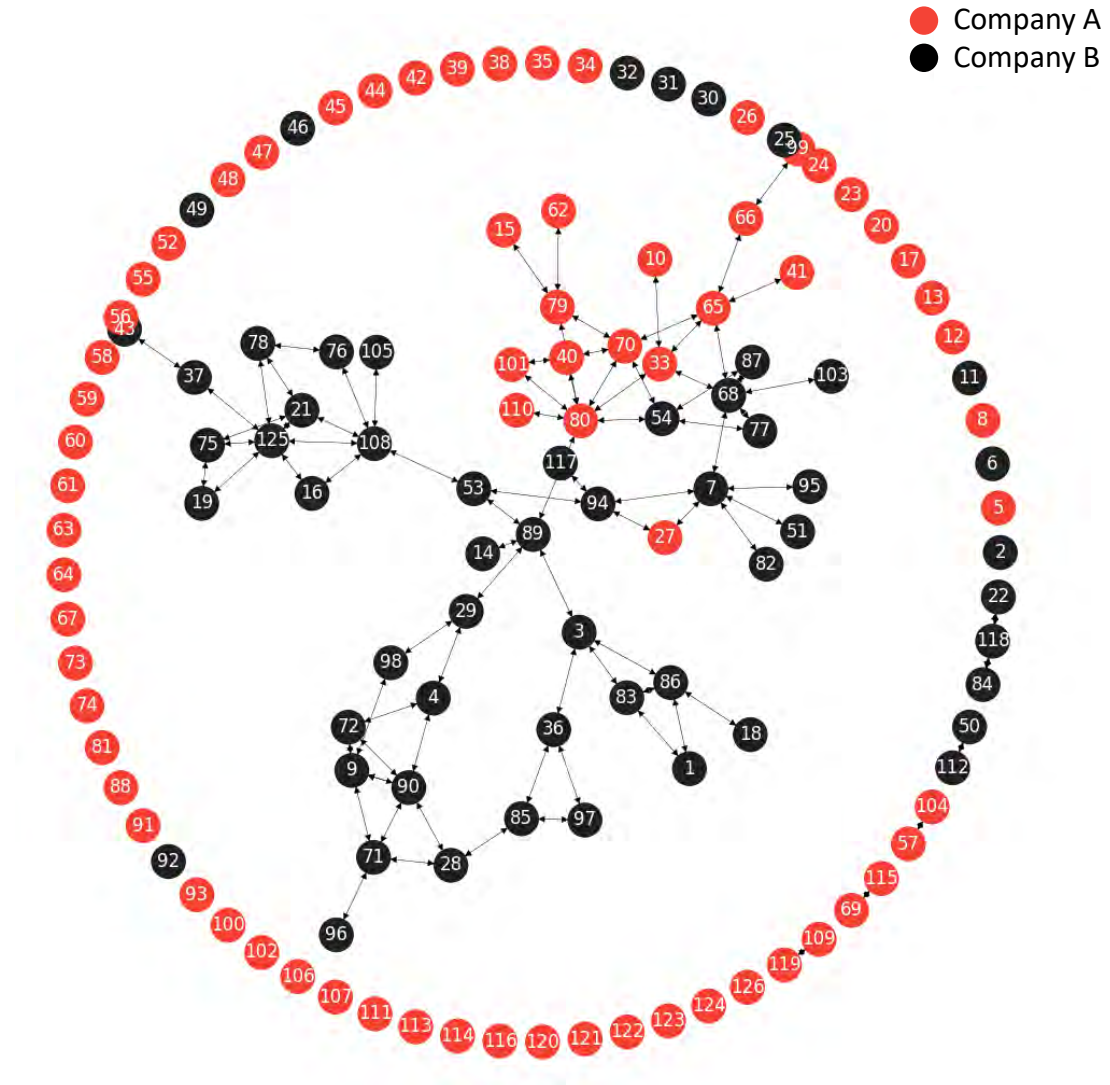
Select up to 20 colleagues who you trust the most to share information with openly.

Diameter - 10

Density - 1%

Fragmentation - 28%

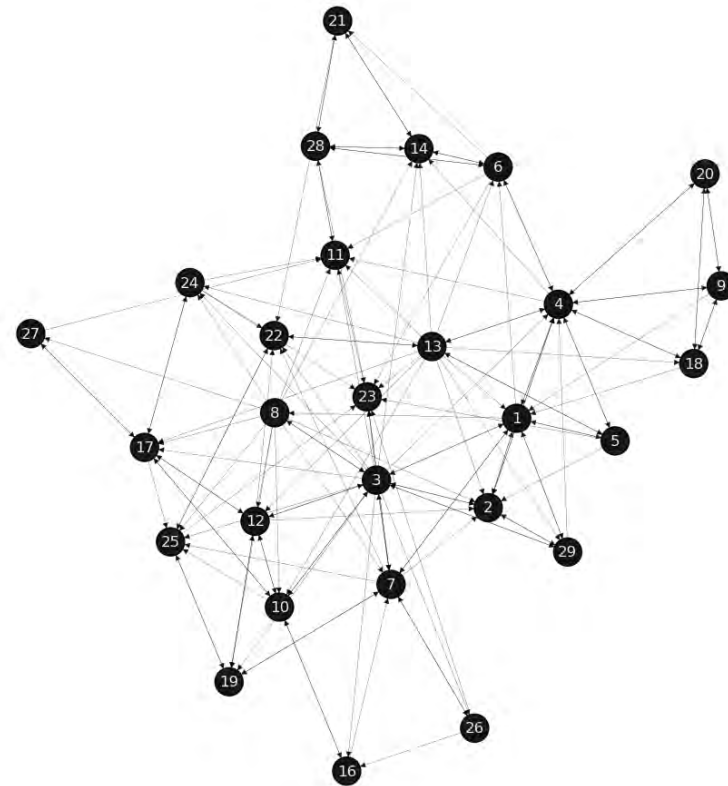
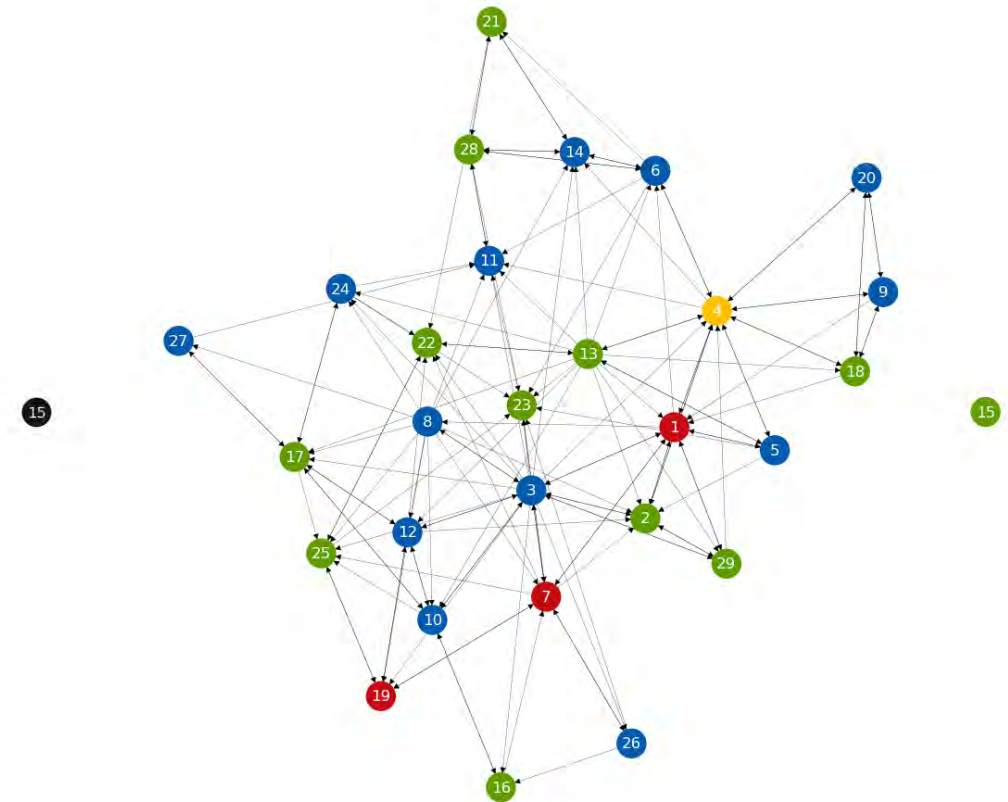
Already disconnected
with 69 participants.



Case Study 2: The Communication Network with Insights Discovery

How often do you communicate with the following individuals about work?

Diameter - 3
Density - 18%
Fragmentation –
less connected with 1
participant.
Fragmentation of
largest connected
network is **0%**.

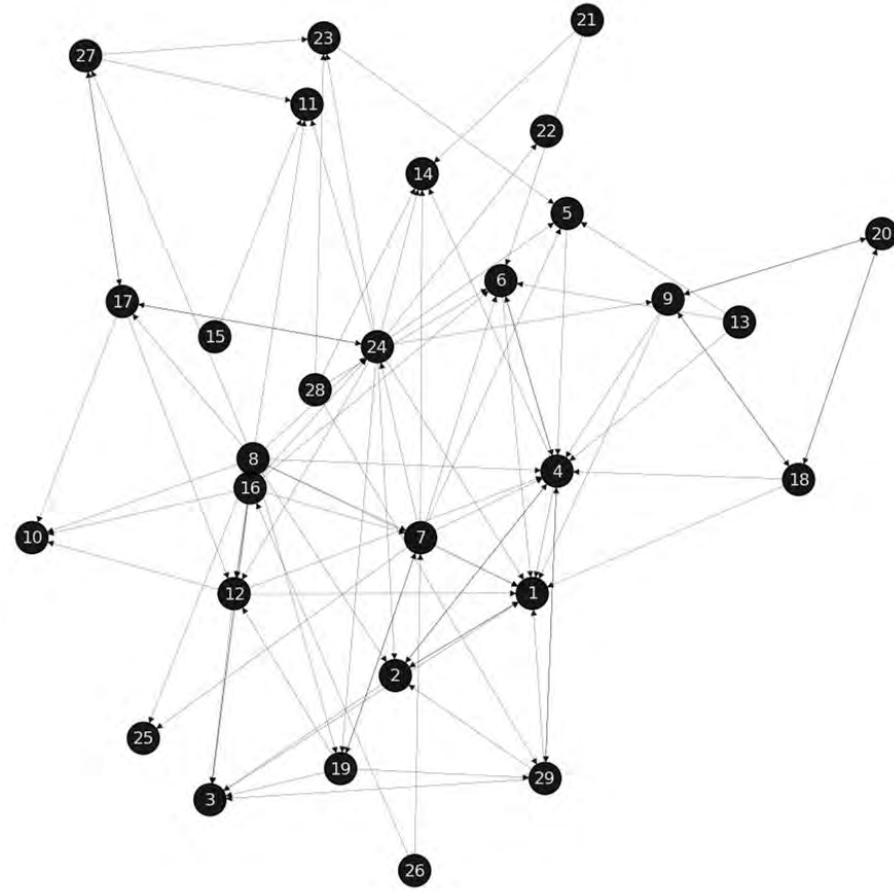
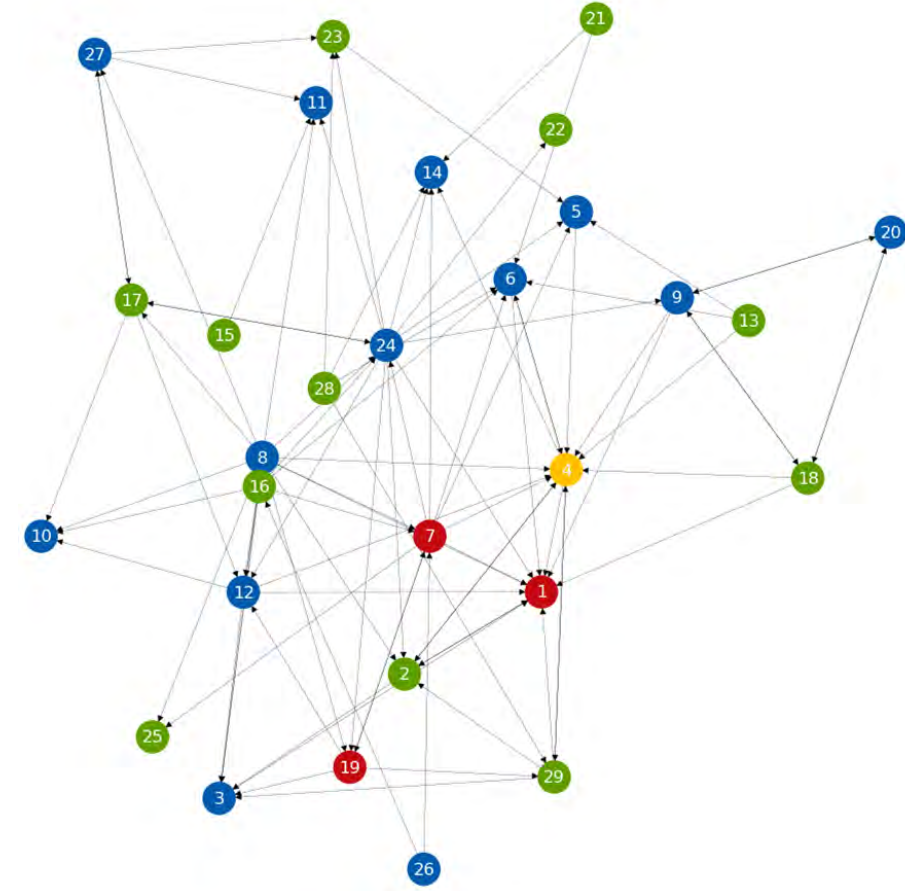


(with Insights Discovery Color Energies)

Case Study 2: The Direction Network with Insights Discovery

Who provides you with decisions and clear direction?

Diameter - 4
Density - 11%
Fragmentation - 7%



(with Insights Discovery Color Energies)

Why use ACTive Networks?

Intangible Benefits



Collaboration, Communication & Engagement

Teams engaging in network-based interventions see a large increase in effective collaboration



Knowledge Transfer

Individuals and Teams utilizing network-based collaboration approaches demonstrate increased knowledge and skills transfer



Decision-Making

Organizations who increase their social capital through network-based practises improve decision-making of individual contributors and management



Leadership & Succession Planning

Individuals with greater social capital selected for more senior positions are rated as more effective Leaders by their peers, subordinates & management



360° Feedback Assessment to Help Define Leadership Capabilities

Why 360°?

Competency benchmark can be customized to reflect specific organization's business needs

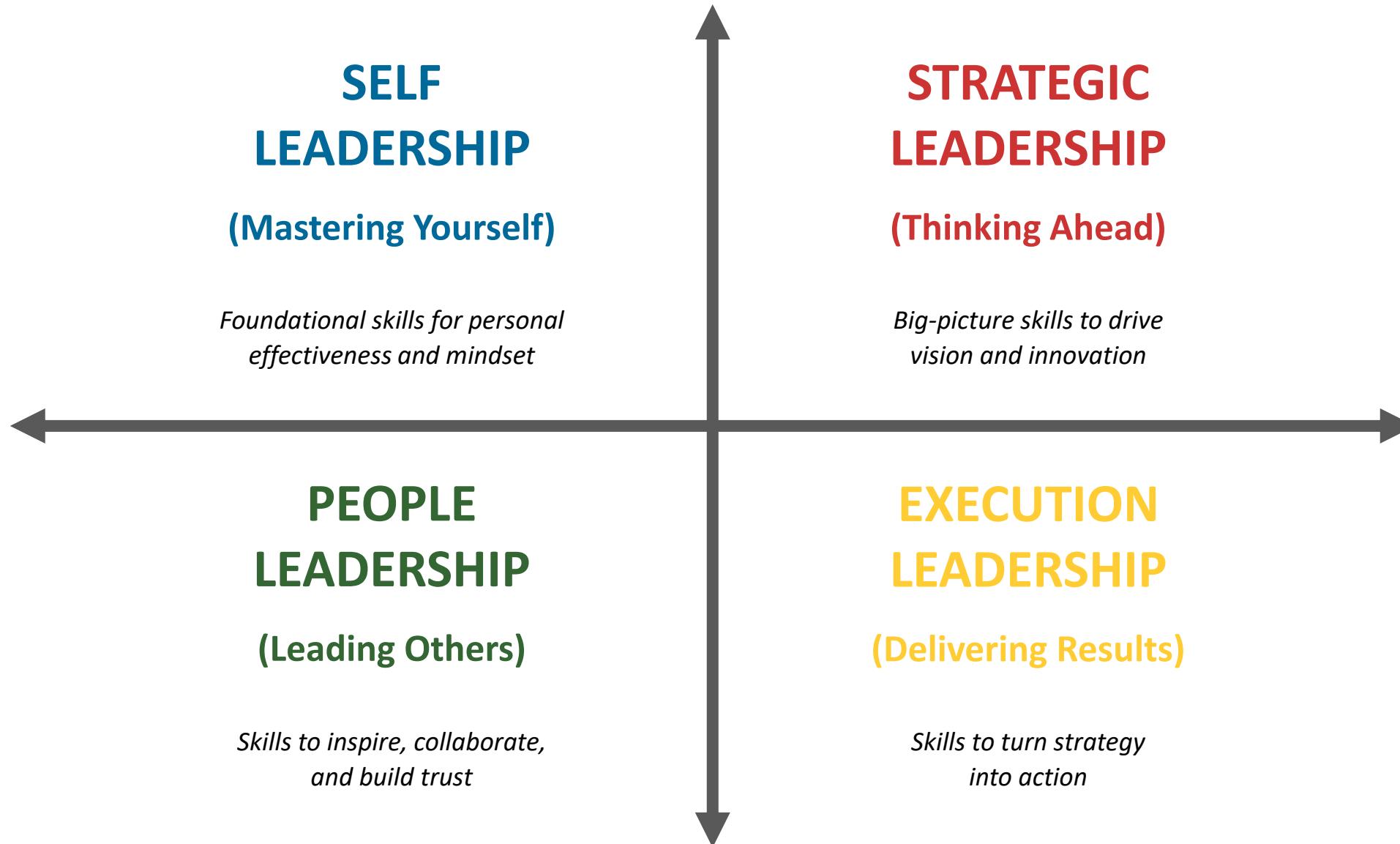
Semi-customized solution for client to choose 12-16 competencies

Less complicated, but still gather 360° competency-based feedback

No certification required. Data-based reports are easy to interpret.

Available in English, Simplified Chinese & Traditional Chinese.

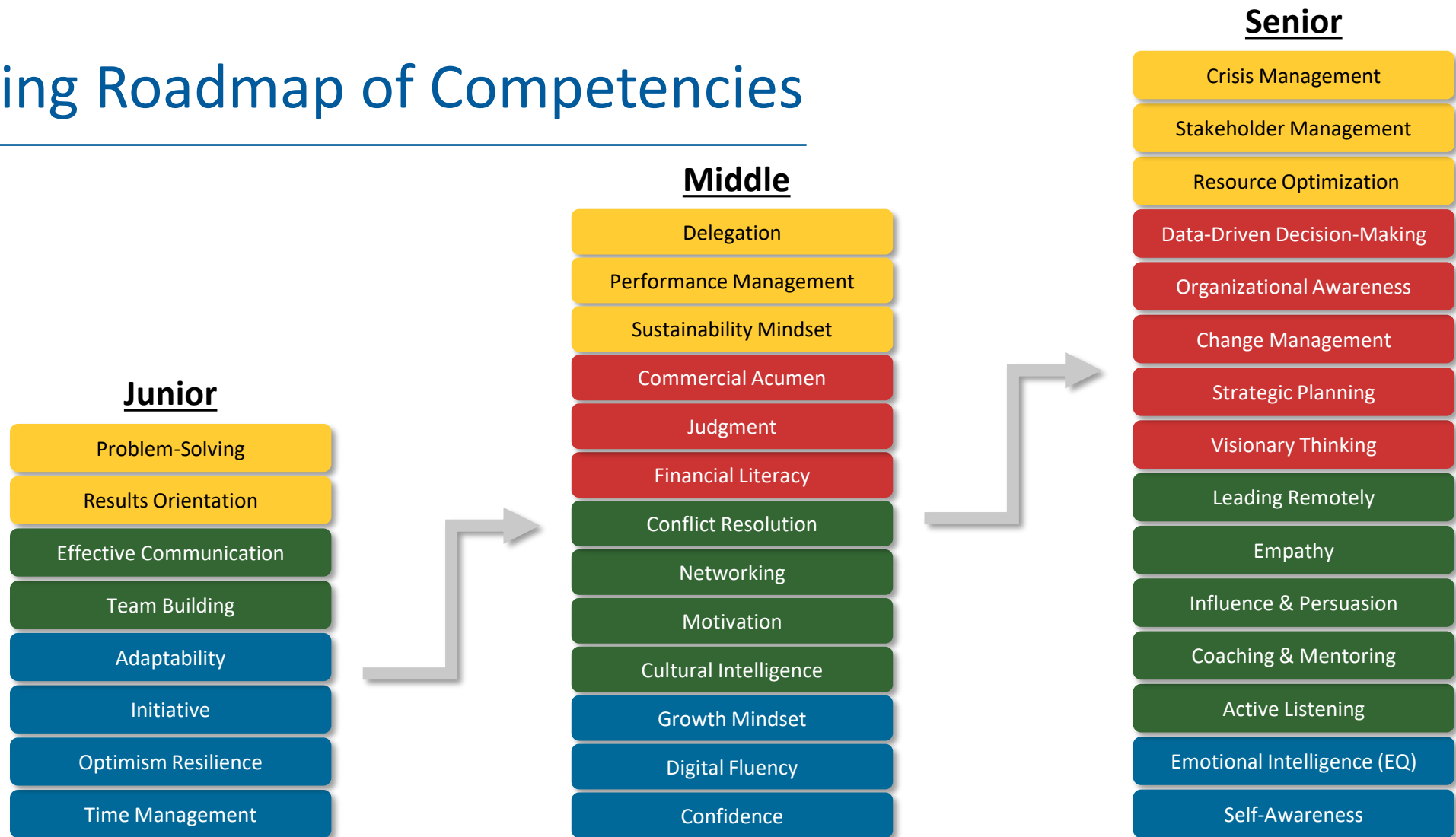
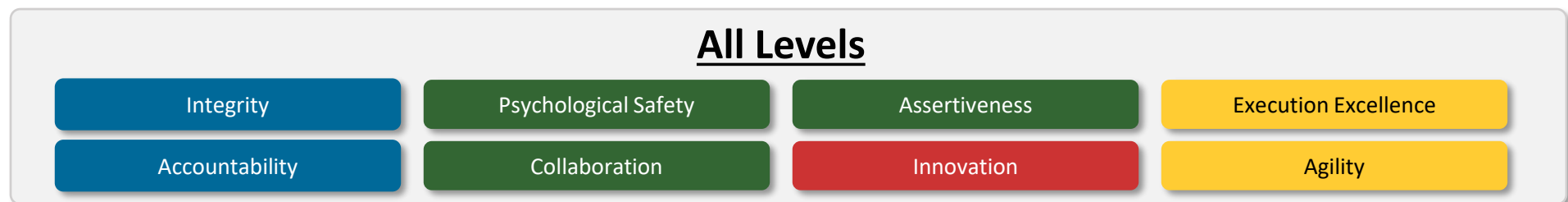
Leadership Effectiveness Competency Model



Leadership Effectiveness Competency Model



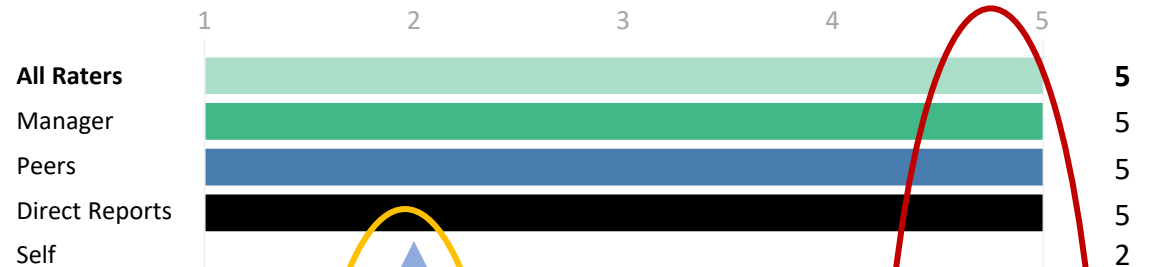
Building Roadmap of Competencies



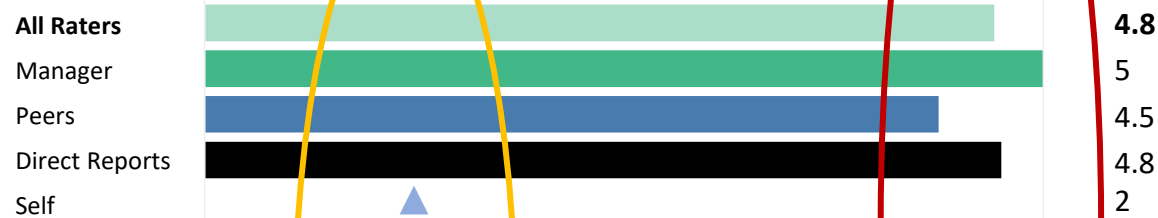
Gaps – Potential Lack of Confidence

Leading Change

Creates enthusiasm in others to embrace and benefit from change



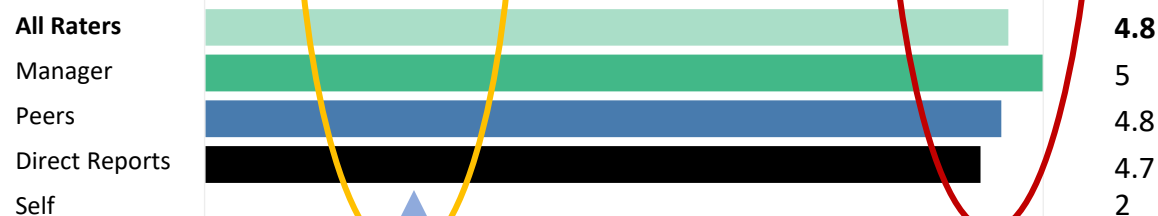
Effectively evaluates the implementation and effectiveness of change plans



Helps and supports others to understand the reasons for change and how to adapt



Identifies opportunities for change that will benefit the organization



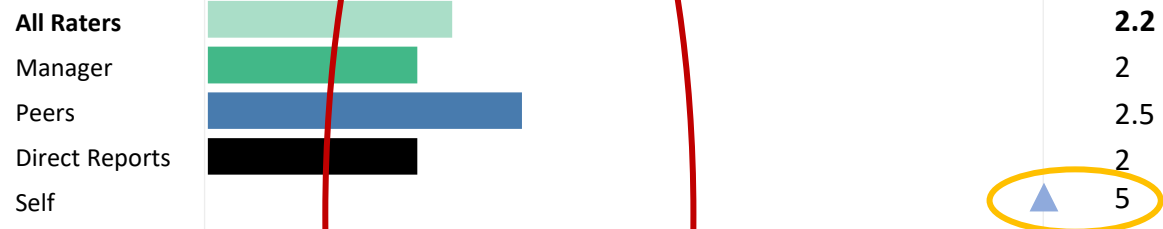
Gaps – Potential Over Confidence

Creative Thinking

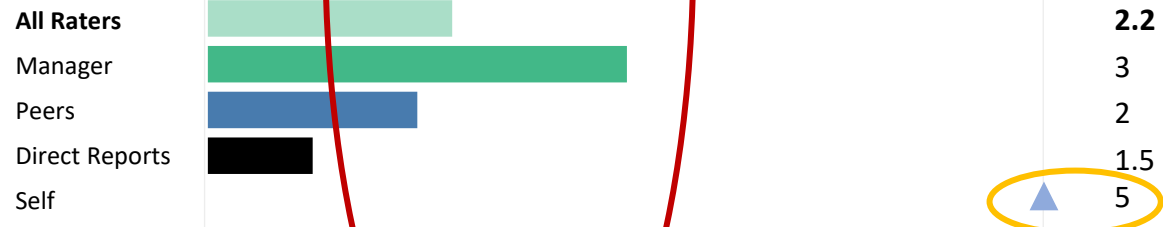
Demonstrates original and creative thinking



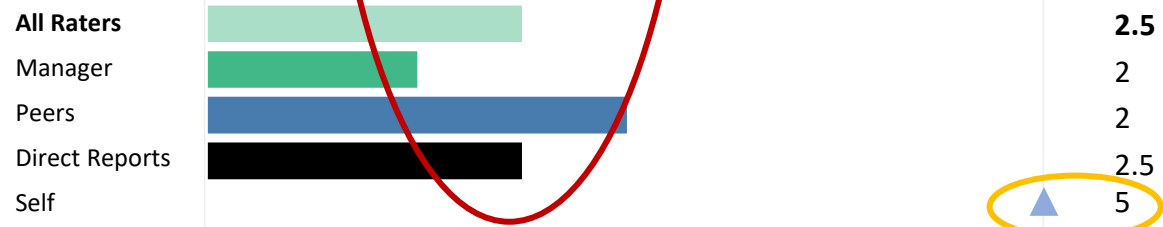
Assesses the quality of ideas and suggest ways to improve them



Implements their improvement suggestions in an innovative way



Invents new products and procedures to improve the organization's functioning





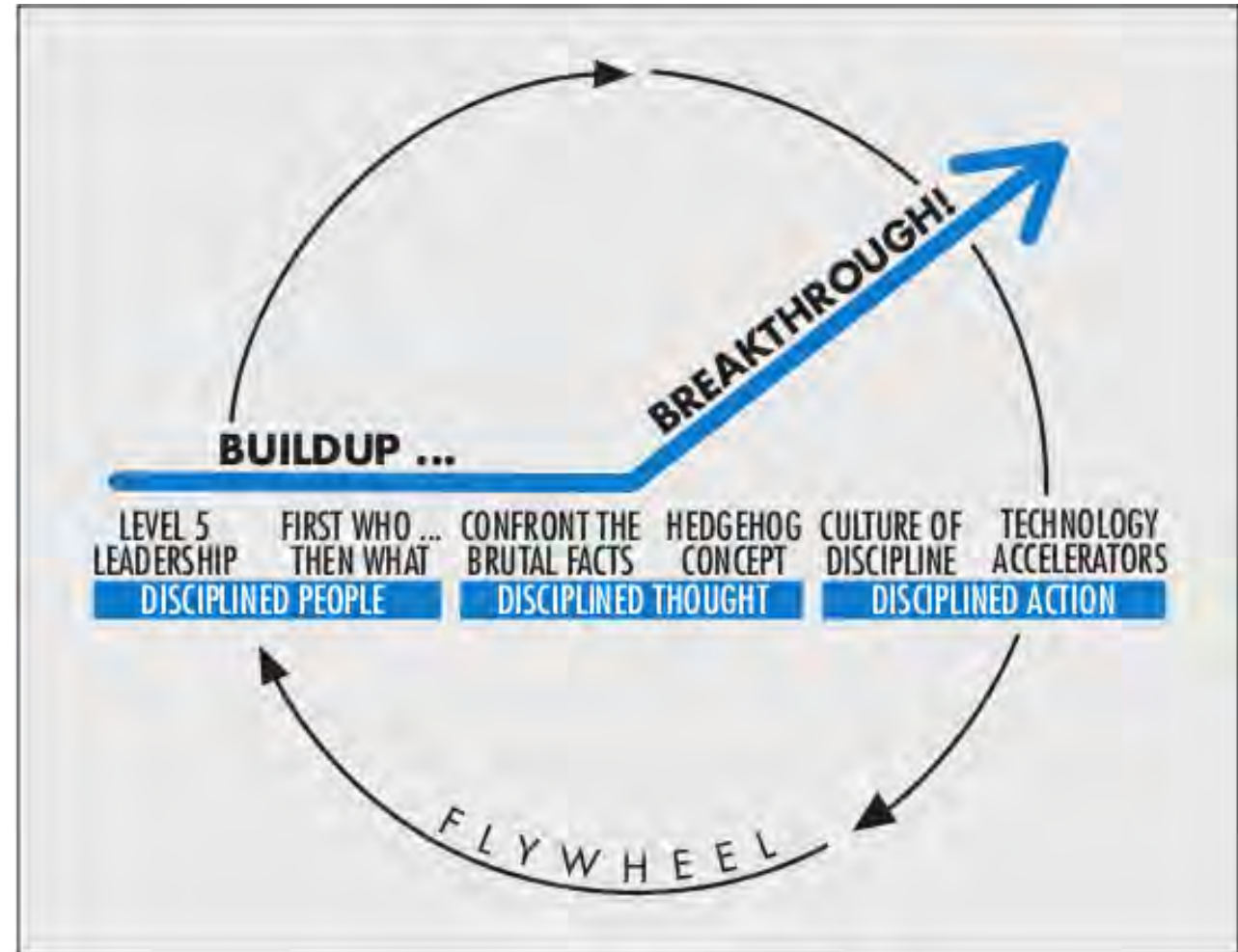
GOOD TO
GREAT

‘Good to Great’ Cultural Transformation

'Good to Great'

Understanding the current challenges of the client with rapid business development, ACT identifies the needs for a holistic program regarding the challenges in **business strategy, human resources, operation processes**, etc.

A model from the book '**Good to Great**' is used as the foundation for the program. Based on an extensive 5-year research project, the book uncovers the **7 key characteristics** (as illustrated in the graphic) of companies that went from 'good to great'.



Program Concept - 'Good to Great'

The 7 characteristics of companies that went from 'good to great' include:

Disciplined People

- **Level 5 Leadership** – Leadership development and capability
- **First Who, Then What** – Redefining recruitment strategy and processes

Disciplined Thought

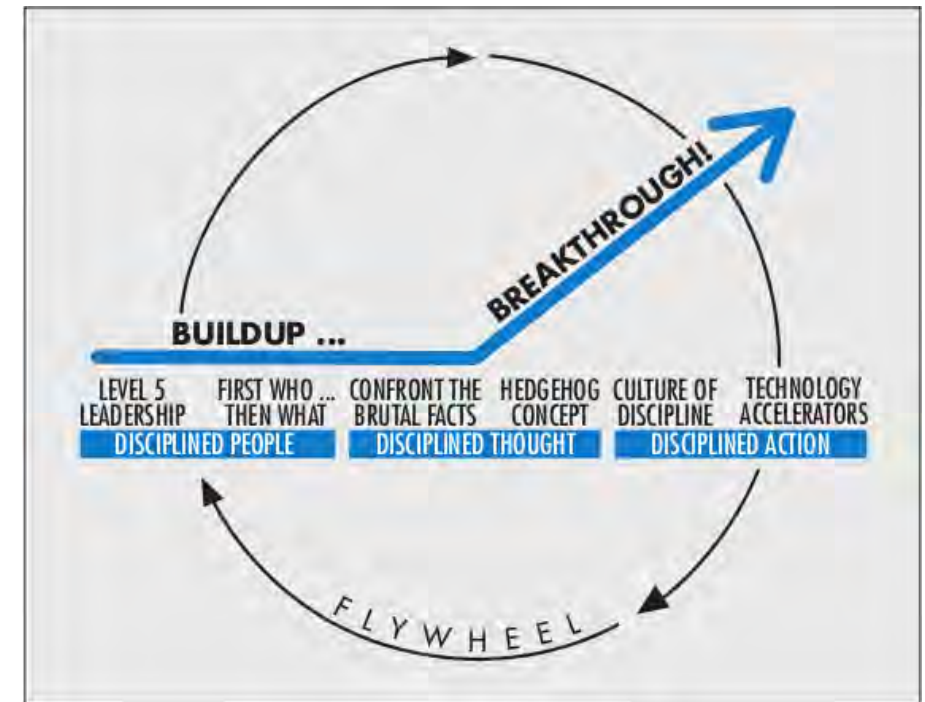
- **Confront the Brutal Facts** – Gaining clarity and strategic alignment
- **Hedgehog Concept** – Key business drivers

Disciplined Action

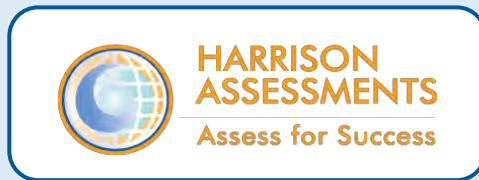
- **Culture of Discipline** – VMV and culture definitions
- **Technology Accelerators** – Use technology to accelerate growth.

The Flywheel

- The **additive effect** of many small initiatives, and act on each other like compound interest.



Other Tools



Our Partners



Amar Shah

Transportation, Construction,
Finance, Manufacturing, Real
Estate

*Strategy, Consulting, Facilitation,
Coaching*

English

Insights Discovery, ACTive
Networks, 360° Feedback
Assessment, Organization
Analysis



Philippe Degrange

Transportation, Construction,
Hospitality, Retail, Luxury Goods

*Facilitation, Strategy, Consulting,
Coaching*

English, French

Insights Discovery, MBTI, LEA360,
ACTIVE Networks, 360° Feedback
Assessment



Virginia Chan

Construction, Finance,
Entrepreneurship, Retail

Coaching, Facilitation, Training

English, Cantonese, Mandarin

Insights Discovery, ACTIVE
Networks, 360° Feedback
Assessment, Certified Coach

Our Associates



Angela Tsang

Hospitality, Construction,
Partnering Services

Facilitation, Training

English, Cantonese, Mandarin

*Insights Discovery,
360° Feedback Assessment*



Andrew Chan

Architectural Construction, Civil
Service, Safety

Facilitation, Training

English, Cantonese

*HR Learning and Development
Professional*



Andrew Sheard

Human Resources, Media,
Advertising, FMCG

Strategy, Consulting, Coaching

English

*MBTI, ACTIVE Networks,
Certified Coach*



Antonia Chen

Construction, Luxury Brands,
Hospitality

Administration, Training

English, Cantonese, Mandarin

*Insights Discovery, ACTIVE
Networks, 360° Feedback
Assessment*



Camilla Wong

Sales & Retail, Luxury Brands

Facilitation, Training

English, Cantonese

*Insights Discovery, ACTIVE
Networks, 360° Feedback
Assessment*



Christine Cheong

Hospitality, Luxury Brands,
Construction

Facilitation, Training, Coaching

English, Cantonese

*Insights Discovery, LEA360,
Certified Coach*



Elsie Yung

Human Resources, Well-being

Facilitation, Training, Consulting

English, Cantonese, Mandarin

*Certified Sustainable,
Development Planner (CSDP),
Career Development Advisor*



James Elms

Construction, Civil Service,
Crisis Management

Facilitation, Training

English, Cantonese

Safety Consultant



Polly Cheung

L&D, Hospitality,
Telecommunications

Facilitation, Training, Coaching

English, Cantonese, Mandarin

*Workplace Big Five Profile 5.0,
Career Development, DDI*



Pooja Misra

Finance, Graduate Onboarding
Specialist

Facilitation, Training

English, Hindi

*ACTIVE Networks,
Bespoke Training Modules*



Awards & Recognition



- From HR Vendors of the Year

OVERALL WINNER – Best Consultancy of the Year – 2019, 2018

Best Leadership Development Consultant

2025 **GOLD**
2019 **GOLD**
2018 **GOLD**
2017 **BRONZE**
2016 **SILVER**

Best Organizational Development Consultant

2019 **GOLD**
2018 **GOLD**
2017 **SILVER**
2016 **GOLD**

Best Sales Training Provider

2019 **BRONZE**
2018 **BRONZE**
2017 **GOLD**
2016 **GOLD**

Best Learning & Development Consultancy

2025 **GOLD**

Best Executive Training Provider

2019 **GOLD**

Best HR Analytics & Insights Platform

2025 **BRONZE**

Management Training Provider

2015 **BRONZE**

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