

The Inside Soup

February 2024



Mojo Spotlight

Here we often highlight customers and results, but this issue the spotlight is on our incredible team and our active efforts to attract and retain our deep talent pool.

As we go to print, we are now 26 employees, and 11 associates, taking our total head count to 37 people. We have exceeded what we expected to achieve in growth and recruitment this financial year, and will continue to push ourselves in this space to attract and retain amazing talent.

Our team have roots from all over the world, from India, North America, Hawaii and Indonesia - this gives our team a great expanse of cultural experiences and perspectives, and as it turns out, provides an amazing spread of cuisines on days where we do 'pot luck' in the office. We are dedicated to ensuring our team are diverse but also talented, and we hope to continue to improve our diversity into the future.

So, how do we grow and retain this amazing team? It starts with human-centred values, offering support, freedom, trust, and connection. We encourage a 'human first - technician second' mindset, ensuring alignment on customer importance and the delivery of experiences alongside technical solutions.

Secondly, our employee management framework fosters engagement throughout the year, including succession planning, goal setting, KPI reviews, and monthly 15-minute conversations covering topics like innovation and job satisfaction. Recently, we implemented Employee Net Promoter Scoring (eNPS) through quarterly internal surveys, revealing a team of promoters.

Finally, our progressive policies and reward outcomes motivate our team to achieve goals set by both Mojo Soup and the employees. These include generic commercial KPIs, capability development, product development, content development, and customer experience outcomes. Policy-wise, we've introduced novated leasing, additional leave rewards, certification incentives, extended parental leave, volunteering hours, and a 'connections' budget for engaging with customers and partners.

We will continue to drive our progressive policies and reward schemes to motivate our team to achieve greatness and hope to attract more talent in the future that can see themselves being part of this wonderful Mojo Soup community!

Project Spotlight

This week Haley and Jared attended CDAO Brisbane – “the place to be for the latest in modern governance, data literacy, generative AI and ML, and the hottest game-changers in data”. The conference was a jam-packed two days featuring 30+ speakers who shared their thought leadership and experiences across a diverse range of topics in the data, analytics, and AI realm - all viewed through an executive lens.

Read on for Haley's top five highlights!

Day 1 takeaways:

1. Clive A. on buying shiny new tech: "Old Business Process + Expensive New Tool = Expensive Old Business Process". Make sure that your technology investments align with business strategy, and that tools aren't being purchased to solve business problems.
2. Emma Liversidge GAICD on what we need from data & analytics leaders in the future: "We need people to be curious, resilient, and always finding problems to solve." The skill of storytelling is CRITICAL as the gap between technology capability and human roles is widening.
3. Ross Gundry on enhancing stakeholder literacy and confidence in data: "Create a way to express an idea that allows the idea to grow. Build trust with pragmatic governance along the way." He championed humility as an enabler of data literacy, with openness to learn and collaboration as key components of aligning executives to data.
4. Gemma Lipovski on data governance frameworks in the age of AI: "AI is not a neat and siloed vertical, and that needs to be considered when defining your governance structures. Your AI objectives should align with your core organisational values."
5. Tim Johnson on making the critical leap from experimenting with AI --> productionising AI initiatives: The successful application of AI for Suncorp Group has been enabled by human-centred design and involving the eventual users, by choosing to focus on "augmenting" vs. "automation", and recognising that people feel safer when the 'humans are in the loop'. He also stressed the importance of letting your teams innovate. Give them the tools and the time to experiment. Let them fail (and learn in the process). (a sentiment echoed by Chris Knell on day 2).

Stay tuned for Day 2 takeaways on The Conversation next week!



Community Spotlight

In Mojo Community news this month we are delighted to report that our CEO David Lockie had the privilege of hosting Kyle and Moses from the Hakuna Matata Children's Choir, a dynamic ensemble on a mission to spread hope and awareness for vulnerable children through their performances and inspirational stories. Over to Dave to tell us all about the experience!

"The Hakuna Matata Children's Choir from Kenya are currently touring Australia to raise money for a school building project and share the vision of Connect with a Child. They performed a concert at our local church with over 200 people from the community and it was so full of life, joy and energy. Most of the children are from a very underprivileged background, and the choir only consists of children who have been sponsored by different families who gave them the opportunity to better their future life through education over the years. The choir is dedicated to spreading love, hope and joy while raising awareness for the desperate plight of vulnerable children.

They are performing in different venues across Australia and their concert is incredible with their colourful clothing, pounding drums and powerful voices demonstrating their hope and dream for a brighter future. Their inspirational stories of resilience have instilled hope in the hearts of all those who have seen them perform.

I'll miss these little champions, and despite our cultures and life circumstances being so different, we connected and shared a special week together."

Thank you to Dave for sharing this beautiful and inspiring story!



Soupian Du Jour

Haley recently returned to Mojo Soup as our Principal Consultant in the Insights and Analytics team. Haley offers a wealth of expertise and experience in Data and AI, solving complex challenges to ensure organisations are ready for the future and performing to their full potential.

Let's get to know Haley!

What's something we wouldn't see on your resume?

I started playing competitive soccer again this year after a decade hiatus. While slower, I am finding that I am more efficient. My partner says that I'm in my "Lebron era".

Most exciting thing about returning to Mojo Soup?

I am excited about what has changed (operational efficiencies, renewed energy, and growth), but more importantly I am grateful for what has stayed the same. Mojo Soup has always been a values-led organisation and I am happy to report that it has upheld its genuine and kind culture despite tripling in size since I left.

Last concert you went to?

Does the band at my wedding last month count as a concert? If not, Nathaniel Rateliff & the Nightsweats at Red Rocks in Colorado.



[Connect with Haley](#)

In Case You Missed It

The Conversation



Transform Your Business with SharePoint & M365 Magic

Dive into the interview where Maxine dispels myths surrounding SharePoint and reveals how her team leverages Connected Brilliance to provide unparalleled support.

[→ Read more here](#)



See you at CDAO!

We're headed to CDAO Brisbane – “the place to be for the latest in modern governance, data literacy, generative AI and ML, and the hottest game-changers in data”

[→ Read more here](#)

Thank you for reading!

We hope you enjoyed reading our newsletter as much as we enjoyed making it!

