

TRANSFORMATION ROADMAP

SETTING DIRECTION

MISSION/VISION

*What business are we in?
Emerging trends*

STRATEGY

*Markets, Niches,
Strategic Objectives*

SHARED VALUES

Philosophy, Behaviours



CONSULTING INTERVENTIONS

MISSION/VISION

*Mission Statements,
Workshops*

DIAGNOSIS

*Clarify Core Values,
Behaviours*

STRATEGY REVIEWS

*Scenario Planning &
Big Strategic Bets*

BOARD REVIEW

Effectiveness Assessment

STAFF ENGAGEMENT

PERFORMANCE MANAGEMENT

*Performance System & Rewards,
Benchmarking versus Externals*

STRATEGIC H.R.

*Workforce Planning, Staff
Engagement, Culture Development*

WORKFORCE DEVELOPMENT

*Competencies, Talent Management,
Confidence*

COMMUNICATIONS

*Aligning & Involving People with
Key Messages*



CONSULTING INTERVENTIONS

COMPETENCY MODEL

Customised Projects

ASSESSMENTS

Recruitment & Development

EMPLOYEE RELATIONS

*Staff and Trade Union
Alignment*

INVESTIGATIONS

Mediation & Problem Solving

WORKFORCE PLANNING

*Skills Audit, Hiring
& Outplacement*

BESPOKE TRAINING

*Identify development priorities
e.g. Mentoring, Teams, Toolkits*

STRATEGY EXECUTION

LEADERSHIP

*Role Modelling, Energy,
Boundary Spanning*

ORGANISATION STRUCTURE

*Smart Design,
Inter-Functional Alignment*

WORK PROCESSES

*Workflow, Innovation,
Creativity*

MANAGEMENT ROUTINES

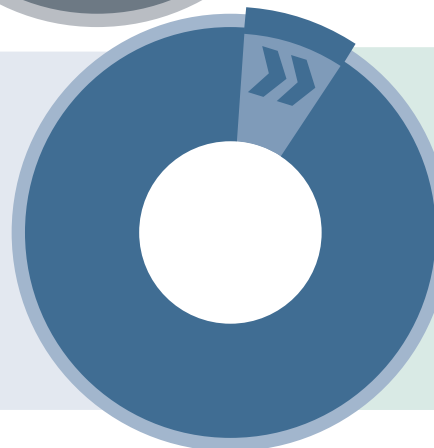
*Standard Rhythms,
Today Vs. Tomorrow Focus*

CUSTOMER VOICE

*Delivery on 'Promise',
Competitor Reviews*

BUSINESS SCORECARD

*AIM Points, Performance
Metrics, Key Initiatives*



CONSULTING INTERVENTIONS

CUSTOMER AUDITS

Range of Survey Methods

ORGANISATION EVALUATION

Appreciative Inquiry Approach

ORGANISATION STRUCTURE

Fit For Purpose

WORK PROCESS RECONFIGURATION

Operational Excellence Audit

CHANGE MANAGEMENT

*Readiness Assessment &
Implementation*

HIGH PERFORMANCE

*Best Practice Scorecards
& Benchmarking*