

## Improving Processes & Developing Procedures

Our Work Planning Workshop helps you to identify all of the day-to-day activities that must be carried out in order to accomplish your purpose and strategic goals. However, it's not sufficient to simply identify what needs doing, the work must actually be done, and done to a high standard. When we develop procedures, we help clients to explore and document best practice. We're also experienced in creating visual aids and checklists to help job holders achieve high standards every time.

### Overview

<b>Type of Learning:</b>	Consultancy
<b>Suitable for:</b>	Organisations who are interested in ensuring consistent, high quality delivery of important activities
<b>Duration:</b>	Timing depends on scope of project
<b>Key Question:</b>	How can we ensure that all of the activities that are necessary for success of our organisation are carried out to consistent high standards?
<b>Expected Outcomes:</b>	Clarity concerning what key work activities (or work processes) are necessary for your organisation to be successful and the standard to which they need to be carried out. Written procedures, and also visual aids, checklists and other tools that will help job holders to do the work as required
<b>Content Information:</b>	<p>The following outline is tailored to the client's individual requirements:</p> <ul style="list-style-type: none"> <li>➤ Initial meeting to determine the scope of the project and engage the team in gathering customer/beneficiary feedback</li> <li>➤ The senior management team undergoes our Work Planning Workshop in order to identify the organisation-wide work activities/processes that are necessary for success. (Feedback from customers is collated and fed into the workshop)</li> <li>➤ Each department undergoes these two bullet points until a comprehensive organisation-wide map of work activities has been identified</li> <li>➤ Consultants work with experts and customers from within and outside the organisation to understand and document best practise for each work activity/process</li> </ul>

- Communication tools and performance management strategies are developed to ensure that job holders are enabled to deliver to the required standard

**Other Information:** We are equally happy to capacity-build your HR or Quality department to carry out this process, in which case we would recommend that we facilitate the organisation-wide Work Planning Workshop and sufficient departmental workshops for in-house professionals to pick up the necessary techniques

“In my 43 year career I have never had the pleasure of working with a consultant with such unique insights into organisational effectiveness. As a result our school made a quantum leap in becoming a more highly performing and responsive institution.”

**Dr. Donald Scott Groves | Retired International Head of School**

## Contact Us

For further information about this solution, or to receive a formal proposal, please contact [info@theleadershipteam.org](mailto:info@theleadershipteam.org)