

# DIAGNOSTIC TOOLS

## Current State Assessment



## Organisation Effectiveness Survey



## Key People Interviews



## Key Influencer Workshops



## Senior Manager Workshops



## Board Effectiveness Review



## Alignment & Engagement Survey



## Customer Experience Review



The first step to any engagement is to understand the current state of your organisation: performance, market position, business model, organisation, culture, aspirations and strategy.

We do this via meetings with the sponsor and other Execs plus desk-based research.

How effective is your organisation?

We work with your leadership team and key influencers to complete our organisation effectiveness survey, answering 65 questions across 13 key enablers of enhanced business performance. They rank what is important, and rate your company on each one.

1:1 interviews with Executive and key influencers across the organisation is crucial to gain the trust of the key people as well as garner valuable insight into the company's strengths, weaknesses and opportunities.

Where possible, we use the organisation effectiveness survey results as a guide.

The key influencers in your organisation are not necessarily members of your senior management team. We engage them in workshops to openly discuss strengths, weaknesses, elephants & obstacles, and design solutions.

A crucial part of any significant change programme.

By working together, the senior management team is able to pool its talents and channel its energies into solutions and opportunities. We engage them to openly discuss strengths, weaknesses, elephants & obstacles, and design solutions.

Is your board as effective as it could be? Are its accountabilities clear? Does it enable the Executive? How well does it interact with the operational side of the business?

Board effectiveness is not just good governance, it can be a highly valuable exercise. We combine a proven Board survey with detailed 1:1 interviews of the board & executives.

You will only achieve maximum success through genuine employee engagement.

We have found the ultimate employee alignment & engagement survey that produces actionable insight and measures alignment to strategy, engagement and culture – not just satisfaction.

Genuine customer insight is the bedrock of future success.

We combine a proven Customer Experience Survey with 1:1 interviews with key customers, prospects, competitors, industry spokespeople, press and key employees.

Find out the emotional and rational reasons behind your customers' decision making.

Current State

Org Effectiveness Report

Board Report

Culture Report

C/Experience Report

Overall Report & Recommendations

Detailed Action & Implementation Plan



working closely with CEO & Exec