

# “Optimize”

Have you built or bought technology that simply hasn't been optimized?

Organizations must have the desire and capability to change: people, process, knowledge, technology and culture.

You must make it easier and more desirable to do things the new way vs. the old way to create lasting change.

We will lead you through a disciplined process to integrate and adjust culture, process and technology to get the most of your investments.

## **Create clarity**

- What does success look like?
- Why is this important to the employee and to the business?

## **Build capability**

- What skills do people need to be successful and how will they build them?
- Do you have the right roles and the right people in them?
- Do they have the capacity to do the job the new way?
- Do they know how to use the technology, and what it's capable of?
- Do they know how to get help when they need it?

## **Integrate process and technology changes**

- Ensure the processes and technology work together to support the outcome.
- Engage those closest to the process to create it.

## **Learn and evolve**

- Discover what works and what doesn't.
- Make it easy to evolve with discipline as you learn.

## **Implement consequences and rewards**

- Equip managers and leaders to support the new process.
- How do they need to change how they manage day-to-day to ensure commitment and compliance?

We will use a combination of facilitation and training to help you focus, align and inspire your organization and get the most of your technology investment, getting immediate results and building your capability to evolve going forward.