

# **TOUCHPOINT CHANGE!**



## The Time To Re-Think

Following the boom years, we have entered a new era - characterised by uncertainty but also by opportunity. Whether your organisation is challenged by growth or consolidation, and whether you need to fine-tune your strategy or make wholesale changes; this is the place to start. Take time to re-think!

This is a development programme for organisations that are:

- Aware that managers need more support to adapt, change and lead
- Determined that the organisation should perform better, not just cheaper
- Conscious that the approach taken in difficult times will affect success when the economy starts to grow again
- Motivated to improve relationships in the management team and practical cooperation between departments

*The Time To Rethink* is a facilitated development programme which clarifies expectations of managers in an 'appreciative inquiry' which is a positive and inclusive approach to change. It then applies them in development, performance management and recruitment. It is a programme where managers conduct the inquiry themselves so that they believe the analysis and own the results.

The expected benefits include:

A management team that shares a vision of the purpose, mission, values and is focused on the opportunities for your organisation	A common view of what it means to be a manager here - the leadership style, the skills, the values and how to lead their teams to better performance
A clear view of the people and performance issues affecting the business and how to engage everyone to focus on them	A better place to be - a more joined up approach in the top team, better team work across the organisation, a better place to work and ultimately better outcomes.

*"We like this style. Unlike other consultants you don't tell us what to do but help us to discover it for ourselves."* Operations Manager.

A key part of how we operate is to build the programme with you so that it is owned by your managers and staff and is not done 'to' them.

We can move quickly to make a difference to you - contact us now to get started.

**0845 1301 357**

**Info@TouchpointChange.co.uk**

... helping your people transform your business ...  
... delivering the benefits of change ...

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## A refreshing approach to change

### Scope

This development programme will support managers in dealing with the issues they find hard to address. It will provide effective facilitation, training and coaching.

This approach works well across teams of any size. The scope could be the whole organisation, a single department or a working team. It works best if it is not done in isolation as the resulting actions may require action on working relationships in any direction.

### Approach

Firstly, the performance and leadership expectations are produced. Then the development programme will involve both action learning and targeted training opportunities. Everyone involved will build new skills and become more confident as they address practical issues and adapt to new situations.

Everyone will be involved in the process - directors, managers and staff, as they will all be affected by it. It is a powerful way of bringing an organisation together and producing a strategy that is not only practical, but which can be sustained as the organisation develops.

### Timescales

How long the initial phase lasts depends on the complexity of your organisation and the resource you are able to commit to it. As a guide, the initial phase normally lasts 2-3 months. The development activity phase is normally scheduled over 6 months to a year.

### Creating opportunity across your enterprise

#### Typical issues that are addressed

You and your team decide the key issues to focus on, but they might include:

**Performance** - identifying routes to more efficient and effective working

**Teamwork** - creating shared objectives for the benefit of the whole rather than each individual department at the expense of the others

**Change** - adapting to rapidly changing situations and leading staff through difficult times

**Partnership** - equipping staff at all levels to develop better working relationships and win-win results

**Growth** - developing the skills and capabilities to manage more diverse and demanding clients

**Complex issues** - getting to the root cause of long standing issues, and gaining consensus about the solutions

**Development** - enabling managers to develop their capabilities and lead more effectively

**Culture** - creating a customer-focused, can-do, cooperative culture



**Featured Consultant:** Roger Wythe is an experienced learning and change management consultant. He has in depth experience of management development in the context of change programmes. In his work he draws inspiration from the practical and powerful techniques of Appreciative Inquiry and Accelerated Learning. Over recent years he has developed enjoyable and effective approaches to team facilitation, individual coaching and action learning.

Business Change Management  
Customer Service Improvement  
Lean Transformation

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