

High Performance Culture



Who is this Programme For?

The HPC Review Programme is ideal for medium and large organisations, especially those who are currently, or have recently gone through a substantial period of growth and are concerned about the impact on productivity, customer service and leadership.

Do your team understand the importance of customer satisfaction?

Are some departments unaware of their role in customer retention?

Are departments in conflict, especially over the full customer journey?

Are teams lacking in motivation and engagement?

Has your employee turnover increased and you're losing (or have the risk of losing) your top talent?

As an organisation grows, workloads increase exponentially, teams and people get overwhelmed, previously effective managers start making mistakes, and approaches and leadership styles that have worked well in the past may start failing.

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Programme Overview

BUSINESS NEEDS

Senior Executives often have little time to step back and obtain a clear overview of the current state of play. Leading the organisation to create a high-performance culture can often come second to sales targets and the reactive nature of providing customer requirements.

Knowing a problem/situation really well could be stopping you finding a solution - it's often beneficial to get a different or fresh perspective. Engaging an external source in these circumstances can provide the insight needed in a time and cost effective way.

We work with the Senior Executives to understand the organisation's strategic direction and review the fit and leadership strength in achieving that, in the short and medium term.

Using our extensive experience in operational processes, customer service and leadership coaching across a number of industries, we are able to evaluate an organisation's current service standard, engage the leadership and recommend direction that leads to measurable improvements.

STRUCTURE

The HPC Review Programme consists of the equivalent of 5 working days, over a 2-3 week period and includes the following:

- ◆ Initial meeting with Senior Executives to establish the current strategic direction and areas of concern.
- ◆ Interview departmental leadership representatives, to provide insight into specific operational, customer service and leadership achievements and challenges.
- ◆ Review key operational and customer data.
- ◆ Report collation, recommendations for next steps and meeting to present and discuss findings.

NEXT STAGE SUPPORT

A tailored Leadership Development programme, to ensure the most impact for your team in the shortest time.

Example: structured over a 10-week period and include 5 group workshops interspersed with five 1-2-1 coaching sessions for each manager. This enables efficient information sharing and team building, with the opportunity for personal understanding and implementation of knowledge.



Return on Investment

Organisations are able to identify areas of leadership and operational changes (including restructures) needed to improve customer service and business growth. Subsequent executive coaching develops the strong, future-focussed leadership teams required to

implement initiatives and continue growth.

"This review has been thorough and engaging, and has provided very useful information to help us drive the business forward, as well as providing me with a level of comfort in the strategic direction we were planning.

The management team have already benefited from the exercise and are more motivated about their role, the business growth and improving client service. This programme should definitely be rolled out to the other territories in the organisation.
UK Country Head