

Nimue

Oak
Consulting

Charting Your Business

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“Because that’s the way it’s always been done around here!”

Sound familiar? Is it a tug of war to get a task completed? Have you or your staff ever bypassed process because you...

- ▲ feel it’s inadequate?
- ▲ are in a routine rut?
- ▲ think your way is quicker?
- ▲ believe process is just red-tape and “horn-swoggle”?

People have a **natural tendency** to bypass process when it does not match how they experience the conversation within and between the tasks they perform or believe they are blocked by individuals or teams involved in the outcome of the process.

One mark of a world-class company is that your **operations flow smoothly**, your people seem to have easy jobs and your people spend **more time and energy in making improvements** rather than in reactive fire-fighting of problems.

Each and every task and function performed throughout your company is a process with an **inevitable impact**. Is that impact **positive or negative**? Are your processes effective?

Systems make it possible, people make it happen. This **highly interactive one-day workshop** will provide a common approach and key understanding of how processes interact within and between individual teams. In **leading teams to share accountability**, skills to identify and improve process and clearly write procedures, you will progress to an **integrated operation** enabling fulfillment of your organisation’s mission.

Managers and team leaders should be aware of how to **prevent and manage the risk** of poor process design, implementation and maintenance in order to inspire and motivate their team's to take the process initiative. This is **charting your business** with strength and flexibility ensuring that you have a consistent desired outcome.

Key Outcomes

This workshop is focused on developing your team's skill in understanding and mapping process. It provides:

- ▲ Understanding the link between process and business objectives
- ▲ Understanding in how to develop a process
- ▲ Understanding functional escalation
- ▲ The practical skill to map a process
- ▲ Clarity in identifying improvement opportunities within process
- ▲ Encouragement in owning, championing and following process
- ▲ Improving the quality of the customer interaction experience

Your Facilitator

For many years, Simone has worked in the service industry enabling business and cultural change in Government bodies, large corporates and other commercial enterprises. Through a variety of consulting, coaching, mentoring and training programs, Simone positively affects the lives of many people, individually and within the work environment.

Change happens through the individual multiplied by the team, building a dynamic force. Simone supports employees, from grass-roots to directors, to embrace change, energise others and break down barriers, as well as to be customer focused, responsible and accountable, to achieve excellence in a realistic context. She creates the possibility for you to re-energise and inspire.

Simone is tertiary and industry qualified specialising in customer service, strategic planning, organisational development, change management and human resources as well as specific industry qualifications in IT, Contact Centre and Service Desk. This includes being a member of the HDI International Certification Standards Committee, ITIL Master and ICMI Senior Call Centre Management. In addition, she holds qualifications in various therapeutic techniques successfully incorporated into corporate environments.

Our interactive style is a toolbox of techniques, simply fantastic, fun and memorable ensuring synchronicity in the mind, body and ethos of a company.



*"Simone's passion and enthusiasm delivering the courseware was **inspiring and motivating.**"*

*"Simone is an excellent trainer who is **flexible, professional** and can also adapt a program to suit the customer's needs. We **achieved outstanding results** which went on to support our overall service improvement program. Highly recommended!"*

*"**Very enjoyable.** Frameworks and models well presented, activities challenging and **principles well explained.**"*

*"Thank you Simone! Your knowledge, sense of humour and vast experience made this course **extremely interesting & relevant.** I'd attend ANY of your courses!"*

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