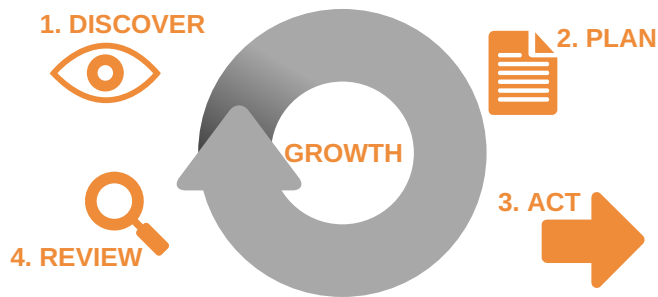


MAKING CHANGES IN BUSINESS

Follow a process which delivers continual improvement and reliable growth



NOTES:

- Strategy vs Business Plan
- Mission and Vision
- Values and Behaviours
- SMART Objectives
- KPIs
- Aligning the people

SUPPORTING YOUR GROWTH

Use a collaborative and practical approach. Workshop facilitation draws out ideas from multiple stakeholders and allows for creativity, alignment and buy-in to the 'change' projects.

Your
Business

**CURRENT
STATE**

Gap Analysis and Action Plan



**FUTURE
STATE**

- SWOT analysis
- PESTLE
- Market analysis
- Client feedback
- Staff feedback
- Maximising opportunities
- Minimising risks or threats
- Mystery shopping, research
- Products, People, Process, Promotion
- Financials and KPIs
- Blending ambition with realistic deliverables
- Financial milestones
- Supported by a clear Strategic Plan