

We work with Directors and their teams providing re-assurance on how to achieve transformational change rapidly and sustainably.....

THE UNDERSTANDING & LEARNING PROCESS

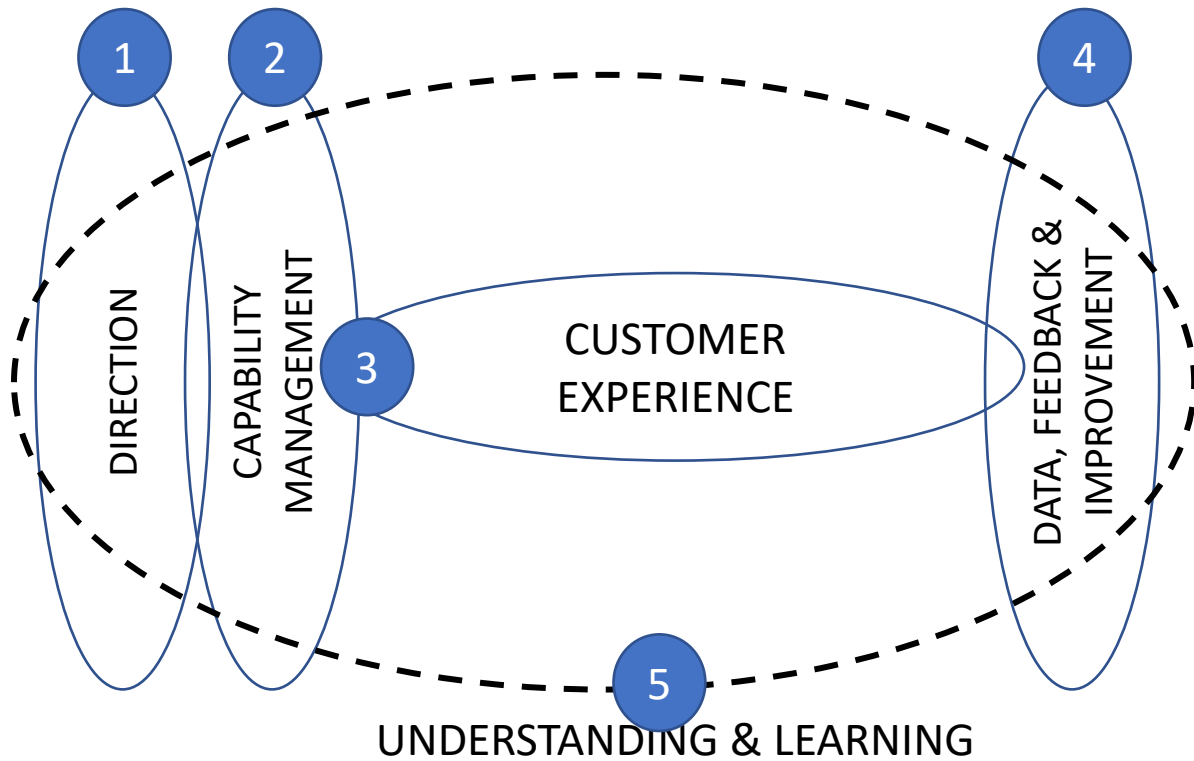
Design and implement a sustainable, trusting, team-based, customer centric, innovative, understanding and learning and data driven culture that achieves ground-breaking results.



Richard Brimble
Change Maker, Author & Strategist
Co-author – Keeping human factor alive in digital age
Director Understanding & Learning

..... Increasing team engagement, sales, revenue and company performance

Challenge: Designing an efficient and effective company that removes barriers and is designed to be flexible, responsive and one that embraces and manages change.....



Q1:
Are we
DESIGNED?

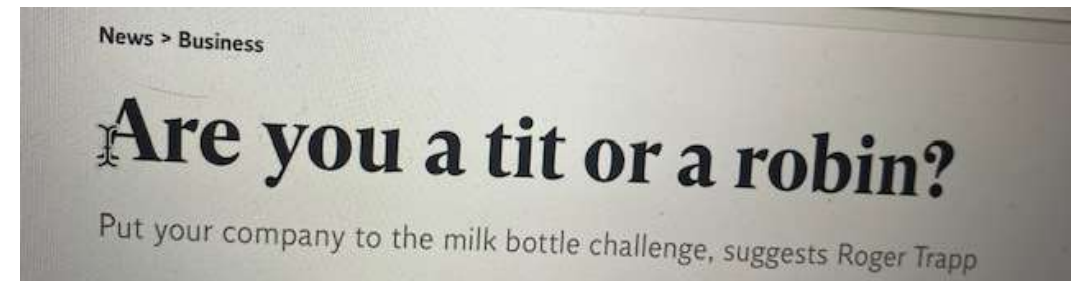
..... Releasing the potential of people and making the experience easy for customers

Challenge: Teams and individuals challenging themselves to be their best and to continuously improve and achieve ground-breaking goals.....

Q2:
Are we
GROUND-
BREAKING?



Q3:
Are we a
TEAM?



..... Releasing the power of teams by sharing feedback openly driving innovation and a never ending stream of ideas and increased contribution

Challenge: Fully energise our teams and to see the benefits of collaboration driving ideas, innovations and creativity

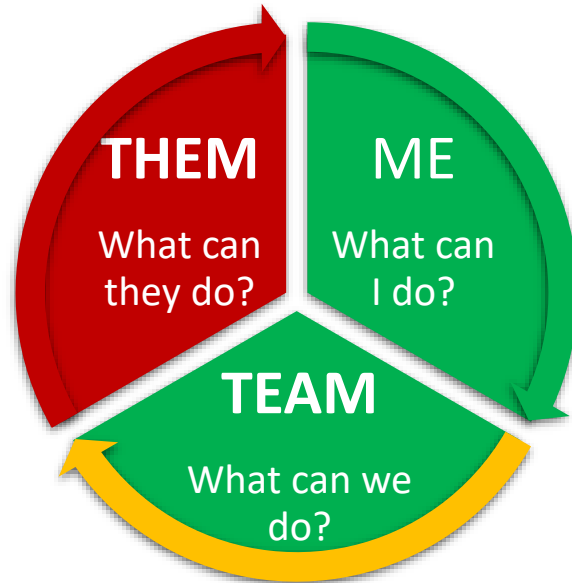
$1 + 1 = 2$ ✓	$4 + 4 = 8$ ✓
$2 + 2 = 4$ ✓	$5 + 5 = 9$ ✗
$3 + 3 = 6$ ✓	$6 + 6 = 12$ ✓

Q4: Are we
RECOGNISING?

... Emotionally connecting with people to ensure that they feel they matter and are valued

Challenge: Breaking down the blame culture and silo mentality building trust and self worth within teams and across the company

Q5: Are we taking **RESPONSIBILITY?**



Q6: Are we **UNDERSTANDING?**

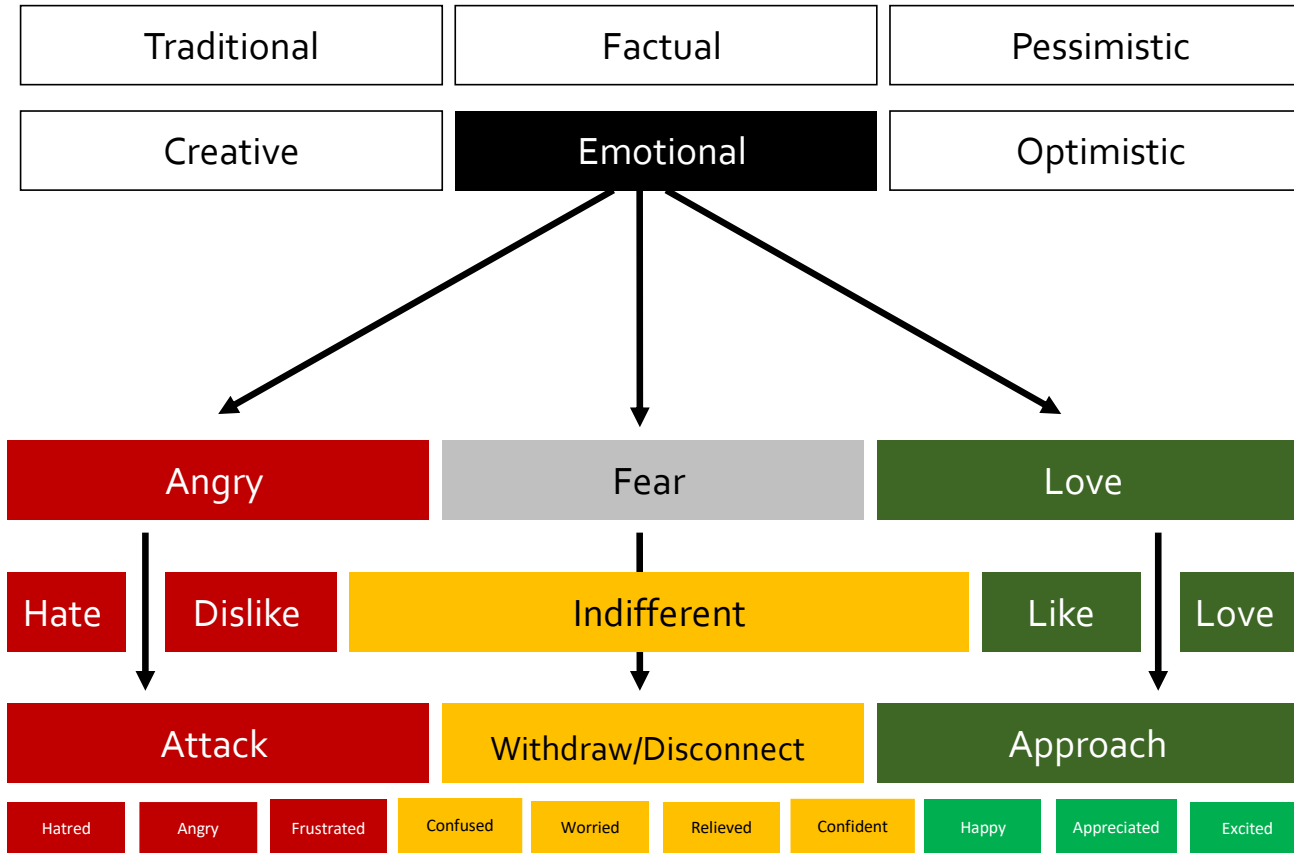
CONNECT
Narrative
based on
REALITY

CONSISTENT
Narrative
based on
LONG TERM

CARE
Narrative
based on
EMOTION

..... Leadership encouraging responsibility and communicating with a purpose and a narrative that connects, is consistent and is believable – show you care

Challenge: Make the emotional connection with customers and our people through engagement channels that are integrated and complementary



Q7: Are we
CONNECTING?

..... Leading to customers loving our products, the experience and our value

Challenge: Personal and company achievement and continual improvement, identifying future trends, emerging risks and resolving them quickly

Q8: Are we LEARNING?

What has not gone well?
What has gone well?

Q9: Are we ACHIEVING?

WATCHERS

Fear

Pessimistic

Blame

Compare

Past

ACHIEVERS

Learn

Optimistic

Responsible

Improve

Future

..... Sharing feedback and learning using the power of the team to differentiate individual performance and achievement

Design and implement a sustainable, trusting, team-based, customer centric, innovative, understanding and learning data driven culture that achieves ground-breaking results.

When I was...

apprehensive and cynical, you gave me **trust**
going nowhere, you gave me **direction**
in awe of you, you gave me friendship and **inspiration**
thinking things would **never change**, you let me **make the change**
unsure of my ability, you gave me opportunity and **confidence**
aggressive, you made me **passionate**
confused and hurt, you listened and **understood**

Look how much you have given me

Thank you so very, very much



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We bring energy, enthusiasm and focus, a fresh view to the table, inspiring teams and leaders to do what inspires them