



## IN-HOUSE WORKSHOPS & COACHING

### 1 OPERATIONAL REVIEW (3 DAYS)

An intensive and comprehensive operational review of your business departments from the front office and telephony centre to the back-office, admin, professional services, shared service centres, support centres or manufacturing facilities. You will get instant feedback on opportunities for improvement of the process, service, organisational and work structure, layout and operational management practices.

**Performed in partnership with local managers and improvement champions.**

### 2 OPERATIONAL EXCELLENCE (3 DAYS+10, 1-DAY COACHING SESSIONS)

A combination of short, modular training sessions and ongoing coaching for front-line managers and team leaders to understand the essentials of running an effective operation. It covers visual management using Quality, Cost, Delivery, Safety and Morale measures, team huddles, capacity and resource planning as well as performance management and team-based continuous improvement.

### 3 RAPID IMPROVEMENT EVENT (KAIZEN) (2-DAYS PRE-EVENT, 3-5 DAY EVENT PLUS TEN 1-DAY COACHING SESSIONS)

Short, sharp and action focused interventions to engage staff in improving specific problem areas of the organisation from quality defects, to poor processes, to reducing major complaints. These are all backed up with an ongoing coaching programme that leads to team-based continuous improvement using visual management and a simple problem solving cycle that ensures ongoing sustainable enhancements.

### 4 END-TO-END PROCESS REVIEW WORKSHOPS (12 WEEKS OF COMPREHENSIVE PROCESS AND SERVICE REVIEW)

A bespoke and comprehensive review of the end-to-end processes across wider sections of an organisation in order to design, pilot and implement an improved future state focused on providing the best customer and organisational value.

#### WHO SHOULD ATTEND

Directors, Managers, Team Leaders and key staff responsible for managing and facilitating:

- o Complaints handling and customer services,
- o Complex organisational transformation,
- o Process improvement reviews,
- o Implementation of new IT systems or new regulatory practices,
- o Ongoing continuous improvement initiatives.

#### SECTORS

Financial Services, Public Sector, Retail, Utilities, Higher Education, Outsourcing, Manufacturing:

- o Front-office: Customer Service & Contact Centres, Retail Outlets and Bank Branches,
- o Back-Office: Shared Service Centres, Administration Processing, Fulfilment Centres.

#### WHERE & WHEN

To discuss your requirements further please call Mike Williams on 02380 464 153 or 07866 537 580 or see our website: [www.changewise.co.uk](http://www.changewise.co.uk).