



WOODWARD
LEWIS

Facilitating change – positively and effectively

the **step by step** process

Step 1 : Listening and asking, defining your aims

We listen to you, to understand where you want to be. The first meeting is free. This helps you to get to know us and our approach, and we can understand the background to what you want to do.

"You listened to what we wanted to do, then helped us find the best way of getting there"
Tony Goodall and Gary Bonsall, Business Development Team, Fleet HQ.

Step 2 : Understanding the gaps between where you are and where you want to be

We use models of best practice such as the EFQM Excellence Model, and Investors in People, as well as our own frameworks and tailored structures for to understand the gaps and barriers between where you are now and where you want to be. This step involves talking to people and reviewing performance data, and sometimes breaking down how key performance management processes work. We train in-house review teams so that they understand the issues at first hand.

"I've learned more about the Excellence Model in the last couple of days than I've learned over the last two years in attending workshops and conferences"
Herbie Boyle, Quality and Performance Manager, Interserve Project Services Ltd.

Step 3 : Putting together a route map to get where you want to be

We ensure people in your organisation understand the gaps, then agree the best way to make improvements, working with and through your people. At the end of this stage you will have a clear action plan, put together by key managers with the involvement of staff.

"Your clear thinking really helped us to get the message over to managers, so we could make sure we made the improvements we needed to achieve Investors in People."
Gill Manley, Portsmouth Social Services



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Step 4 : Implementing improvements to help your people work more effectively

We act as project mentors to support the implementation of the action plan. It is essential that the plan is managed from within your organisation. We provide a structure, and a helping hand to work with your people, to support:

- Business planning
- Human Resources strategy development
- EFQM and Investors in People implementation
- Performance management (organisational, team and individual level)
- Competency and capacity development
- Knowledge management
- Process mapping and improvement
- Basic project management for service improvement (in line with PRINCE2)
- Coaching and coaching skills training
- Team development – through tailored programmes and courses

“This exercise (developing a team code of practice) is the first time I’ve done something which I feel will really benefit the service”

E-mail from a team member at Portsmouth Environmental Health and Trading Standards

“The course evaluations on your coaching programme are consistently amongst the best I’ve seen”

Brian Kelvin, Corporate Learning and Development Consultant, Southwark Council.

We provide support which is valued, keeps things simple, and transfers knowledge inside your organisation. We do things with you, not to you.