

Perspective and Process:

Collaborative design thinking for customer driven processes.

Workshop Duration: 2 Days

Audience: All levels

Executive Sponsor: VP and up

Pre-requisites: None

Competencies and values: Leadership, Teamwork and Collaboration, Creativity and Innovation, Design Thinking, Business Process Improvement, Business Acumen, Self-Awareness, Customer Empathy, Results Orientation.

Overview: Private and public sector organizations are faced with rapidly changing economic, regulatory, societal and technological contexts while customers and stakeholders increase their demands for efficiencies and value. In order to meet and exceed these expectations organizations need to radically rethink how they work collaboratively to produce rapid results.

If you have initiatives that are dragging on or you're finding it difficult to get all the right people to work on solving an important challenge in a short period of time then this two day workshop is for you. Over two fast paced days you will change your perspective, gain new insights and change your results.

What will be covered? Pre-work is essential for this workshop and may include interviews, assessment of leadership skills, and face to face preparation sessions to define the business focus, eliminate obstacles and obtain common agreement on expected outcomes.

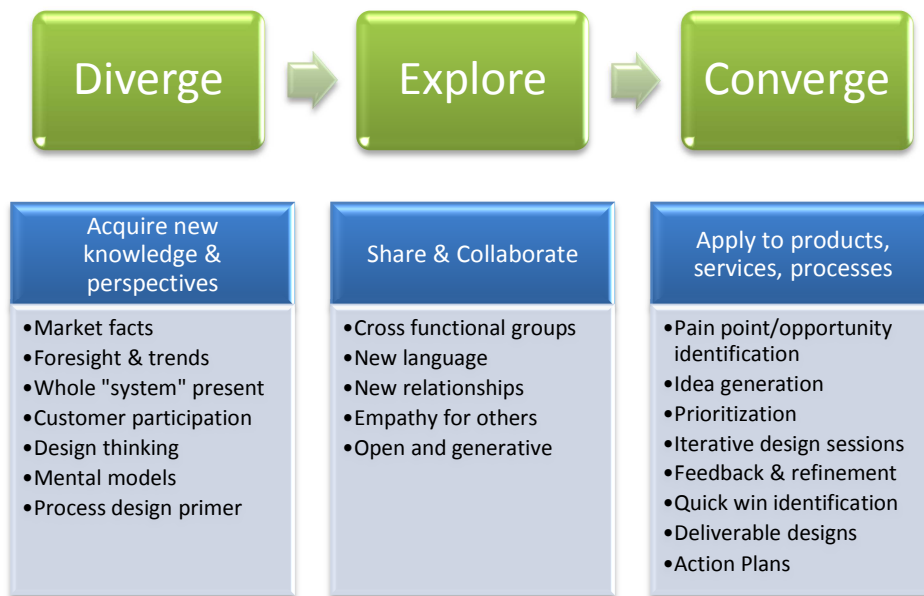
This workshop begins with becoming a customer of your own product or service in order to experience the touch points your organization delivers today. Brief experiential learning exercises promote understanding of your hidden assumptions, biases, and thinking patterns while building skills in creative thinking. These skills are quickly put to work to solve your customer and internal challenges and produce tangible outcomes. Multiple design iterations allow small group work to take in feedback by other participants thereby growing group acceptance and decreasing resistance during implementation. The day concludes with an agreed upon end-to-end process, decisions on quick wins, accountabilities, action plans and leadership feedback.

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At the conclusion of this workshop you will have achieved exceptional results at three levels:

Outcomes

Individual

- Deeper appreciation for your colleague's strengths and the dedication you all share
- Apply unique creative strengths and navigate blind spots to reduce conflict and risk

Team

- Accomplishing meaningful work with diverse stakeholder groups
- Decisions to quickly move to implementation

Organization

- Customer focused end-to-end process
- Belief in and commitment to the action plan

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