

ASSESSING YOUR ORGANIZATION

All organizations are perfectly designed to get the results they get

Results don't happen by chance. They are a function of the way in which you have designed your organization.

Using our *Transformation Model*, we facilitate a comprehensive assessment of your organization to understand how it functions, its strengths and weaknesses, and alignment to your core ideology and business strategy. The *Transformation Model* is a powerful framework that reduces the vast complexity of an organization to seven key variables that must be understood and aligned for a business to succeed. Alignment implies a holistic or systems point of view that finds the best "fit" between all organizational elements. Aligning these elements results in significant improvements in customer service, quality, efficiency, cycle time, profitability and satisfaction of employees.

"After attending, I felt like someone had turned on the lights in a dimly lit room. For the first time I truly understood how our company functioned and what we needed to do to improve."

-Manager and program participant,
Coach Leatherware

Audience:

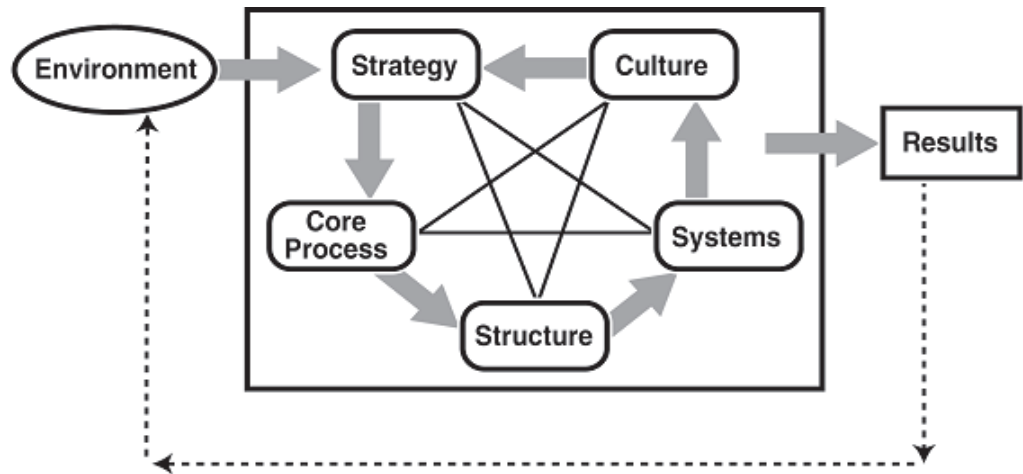
- › Senior management and others that they invite to participate
- › Typically from 10 to 30 people

Delivery:

- › Two and a half days
- › Can be spread over a few weeks

More Information:

info@centerod.com
303.730.0018
www.centerod.com



Some of the questions we ask, during assessment, are the following:

- › What are the key measures of success within your company/industry? How you are doing against these metrics?
- › What changes are occurring in your business environment (customers, competitors, market conditions, economic/political, technological changes, etc.) and what you need to do to meet these challenges/opportunities?
- › What is your current business strategy? What are the unique benefits you provide your customers? What is your long-term competitive focus? How do you differentiate yourself from your competitors?
- › What are your mission and guiding principles? How well do you live them?
- › How well-defined and efficient are your core business processes (those that result in deliverables to your customers)? How well do your support processes facilitate the accomplishment of your core business objectives?
- › What resources do you need to accomplish the work of the organization and what is the adequacy of these resources (personnel, technology, equipment, facilities, etc.)?

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Some of the questions we ask, during assessment, are the following:

- › How does your structure support your mission? How are people grouped and linked to coordinate their work? How have you defined the roles of various groups such as senior management, middle management, supervisors, technical support and hourly employees?
- › To what extent do people have the information, authority, resources and training to do their jobs?
- › How do your coordinating (information-sharing, goal-setting, performance feedback, etc.) and development systems (recruitment, selection, training, recognition, compensation, etc.) work? What are their strengths and weaknesses and how well they support you in accomplishing your core mission?
- › How is morale and what is the culture of your organization? How well do people treat each other? What are the underlying attitudes and work habits of your employees?
- › And so on.

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What You Gain:

The assessment process is astounding in the clarity it brings an organization's leaders and members, not only regarding how the organization currently works but how the various parts are interrelated, its overall state of health and, most importantly, what needs to be done to make improvements. You will target and prioritize top opportunities for change and develop detailed improvement plans.

How Does It Work?

The process usually takes 2 ½ to 3 days, although it can be delivered in four-hour segments spaced over a number of weeks. It is a highly dynamic process in which you do exercises, complete structured worksheets and engage one another in open dialogue. Sometimes top management goes through assessment alone. Generally, we recommend that you involve other key people so you have a cross-section of employees which not only results in better information but also generates goodwill and commitment to the recommendations that emerge from the process.