

FACILITATING PERPETUAL CHANGE THROUGH STRATEGIC BUSINESS CONSULTING

Modern organisations are confronted with accelerating change and increasing competitiveness in the market.

OPPORTUNITY MANAGEMENT

- New business realities and the new world of work.
- A diagnostic approach to business challenges.
- Opportunity Identification
- Dealing with opportunities

Questions for you to reflect upon

- What are the most important business issues that organisations need to address over the next three years?

KNOWLEDGE MANAGEMENT ORGANISATIONS

- Why Intellectual capital (IC) is a critical issue

Questions for you to reflect upon

- What strategies do you know of/could you suggest to obtain/build/retain intellectual capital?

UNDERSTANDING ORGANISATIONAL PERFORMANCE:

- Systematic approaches to analysing performance problems
- Mechanisms for dealing with poor performance
- The application of balanced scorecards that identify and target an integrated range of performance objectives and parameters

Questions for you to reflect upon

- What performance management disciplines need to be in place in your organisation?
- How do you change the performance management disciplines within your organisation?
- How do you rapidly develop new leadership skills and attitudes that support streamlined performance practices?

ETHICAL ISSUES AND CORPORATE GOVERNANCE CHALLENGES

- Understand the difference between ethics and morals
- Understand the value of ethics
- Identify some of your values and moral principles
- Be familiar with some philosophical approaches to ethical decisions
- Resolving ethical dilemmas

CONFLICT AND DISPUTE HANDLING CHALLENGES

- Find new and effective techniques for dealing with difficult conflict situations
- Develop coping strategies for dealing with difficult people and difficult situations
- Learn some techniques for managing and dealing with anger
- Identify the various negotiation styles, their advantages and disadvantages.
- Develop strategies for dealing with tough or unfair tactics.
- Gain skills in developing alternatives and recognizing options.
- Learn techniques for building and sustaining relationships

FACILITATING PERPETUAL CHANGE

- Dealing with organisational resistance
- Characteristics of a high-performance culture

Questions for you to reflect upon

- Against what do you need to benchmark your organisation's Change Management processes and disciplines?
- What global best practices would you use to evaluate your organisation's objectives and progress?
- What are the relevant benchmarks against which you measure your organisation's strategy?