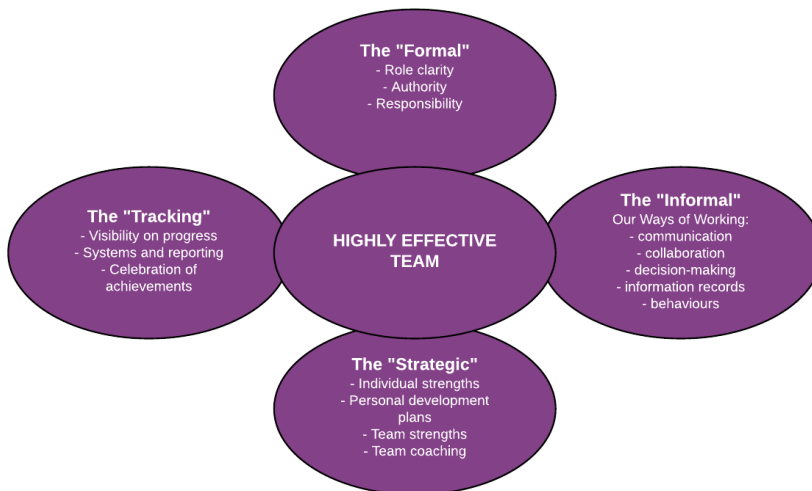


**Ways of Working (Operationalising an Organisation’s Values)**

To achieve business success, the informal elements of an organisation – communication, collaboration, team work, behaviours - as well as the more formal elements - job descriptions, reporting lines - need to be working effectively.

We focus on operationalising an organisation’s values and aspirational behaviours by bringing these down to a practical level. This is not rocket science! Our experience shows that a small change in a workplace practice, such as a regular meeting with an agenda and follow up actions, or email protocols, can make a huge difference to the way employees feel about their work, and in turn their level of engagement and ultimately their performance and productivity.

**Fig (i): Our Approach to Building Highly Effective Teams: The Four Pillars**



To maximize buy-in to any new way of working, we advocate that employees come up with the ideas themselves that are then democratically sequenced and acted upon with clear responsibility and accountability for implementation and tracking. Visibility on progress is a key factor influencing level of staff engagement.

**Typically, we see:**

- ➔ An executive team aligned
- ➔ A strategic plan documented....

....**BUT** these are not getting traction.

In summary, we convert “*talking into action*” through facilitating teams to work together to operationalise strategy and high level values and get things done.

*“Words may inspire but only action creates change.”*  
**Simon Sinek**