



GET KNOWLEDGE

**to CONNECT,
COLLABORATE
& CELEBRATE**

Together

A NEW BREED OF CONSULTANCY IS HERE!



Get Knowledge is a Management Consultancy focussed on enabling businesses to reduce their operating costs whilst delighting their Customers & People.

But, that's nothing new and a lot of businesses make similar claims.

However, HOW we do it is what makes the difference, and that's a FACT!!

Working within the Service sector, primarily within Customer Operation, Shared Service, Change and L&D functions we learn together and create Fun, Authentic, Caring & Trusted teams that deliver more with less.



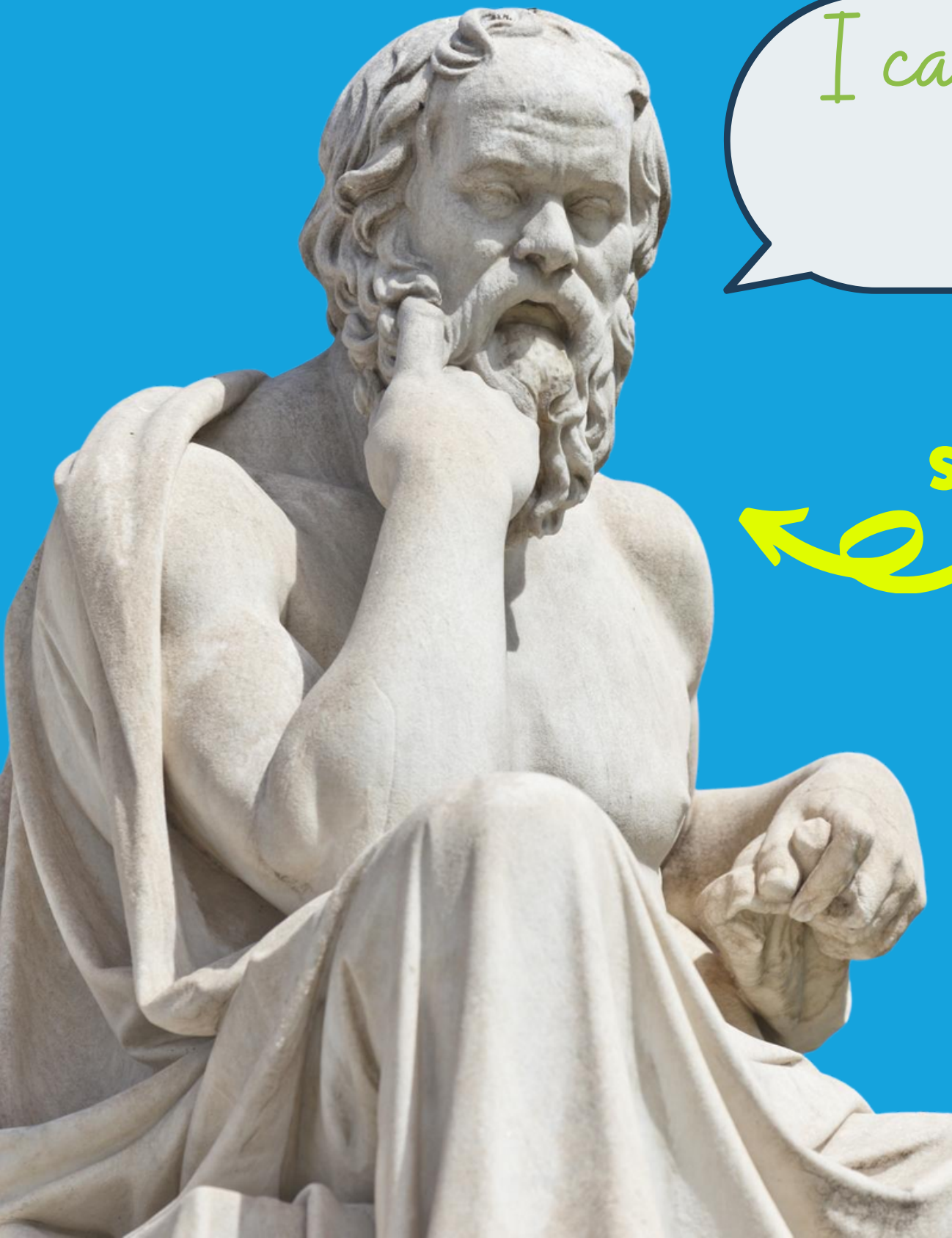


THESE ARE BIG CHALLENGES AND CAN FEEL A BIT OVERWHELMING

(But it doesn't need to feel like that)

The main challenge organisations come across when trying to get better, is people see a lot of change, BUT, not a lot of improvement. That is where we are different, the foundation for all improvement starts with learning and why we are called 'Get Knowledge'.

WE START WITH THINKING!



*I cannot teach anybody anything, I can only
make them think!*

SOCRATES



We believe it is time to think differently
about HOW we all approach these
challenges.

That's why we start with a COACHING
first, CONSULTING second approach to
help people develop new thinking.

OUR MISSION

'To help Leaders learn to change in ways that support more Fun and Caring environments, where people can be themselves, be happier at work, where Trust is part of the fabric'.

We champion *People* in the improvement equation.



**We're raising the game on
business improvement
through 2 core offerings**



These programmes are disrupting the marketplace due to their fun & authentic approach.

We've gone beyond methods and tools to linking operations, leadership development and business change into impactful, practical learning journeys.





Any **LEADER can improve
towards their **BIG GOAL** by
deploying **SUSTAINABLE
PERFORMANCE EXCELLENCE**,
because it **UNLEASHES THE
POWER OF YOUR PEOPLE****

Regardless of which department
you work in we have an
approach for you





ANYONE can improve their **CONFIDENCE** by taking up one of our **CREATING CONFIDENT** programmes, because they tap into the **5 KEY LESSONS**

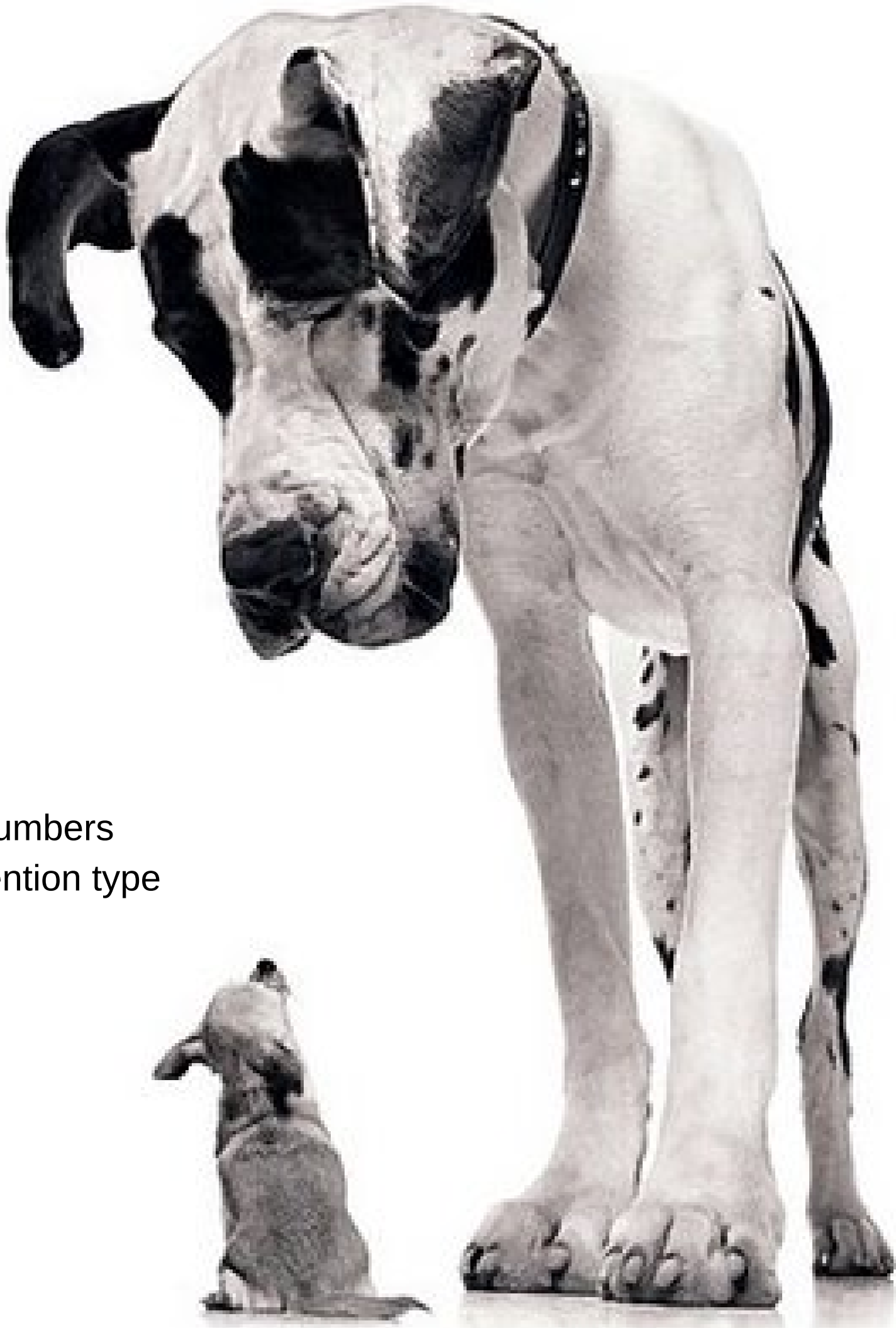
It really doesn't matter where you are in your business life, our Creating Confident programmes are universal for both team and individual

WE OPERATE AT SCALE

We know its important to be able to support all sizes of intervention. That's why we hold the capacity to deliver our programmes at scale when the situation requires it. Whether Tactical or Strategic programmes we have it covered

TYPE	PEOPLE	COACHES
Team	20	1
Function	200	2
Organisation	1000	4

*typical numbers
by intervention type

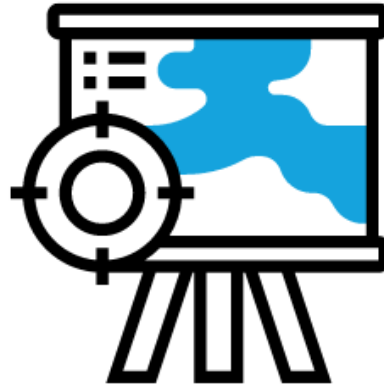


**Mindset, You, Trust &
Habits
(MYTH)**



A 3 part facilitated team course enabling newly formed teams or those going through or embarking on change to understand the key factors in them becoming a high performing team

**Adaptive Improvement
Habits
(KATA)**



A 10-week facilitated course focussed on helping people to form new thinking around an improvement habit backed up with a specific coaching habit that fits hand in hand to enable the continual learning beyond the course

**Team level
Problem SOLVERs
(YELLOW Belt for Service)**



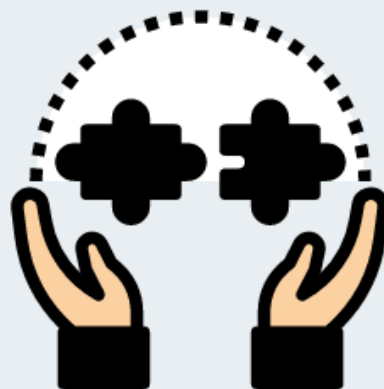
A 2 day course facilitated across 2 weeks, focussed on helping people to learn about team based problem solving by working through a real team level problem

**Dept level
Problem SOLVERs
(GREEN Belt for Service)**



A 5 day course facilitated across 5 weeks, focussed on helping people to learn about problem solving by working through a real business problem

**System level
Problem SOLVERs
(BLACK Belt for Service)**



A 10 day course facilitated across 10 weeks, focussed on helping people to learn about how to deliver a complex (cross functional, multi stakeholder) improvement project within an organisation

**WE BACK THESE
UP WITH 5 STAND
ALONE TRAINING
OFFERS**

All of our courses are practical in nature and based around what is applicable to the environment you work in. We don't structure thinking around concepts that you don't need

VIRTUAL, FACE TO FACE OR HYBRID

It doesn't matter!

During the pandemic
we've learned how to
deliver ALL our
programmes in a virtual
environment with some
amazing results



Clients choose GET KNOWLEDGE because...

We work on all of the important metrics



Focussing on one specific metric like productivity or Employee engagement alone often sees improvement at the detriment of other key business metrics. Companies that understand the link between leaders, the environment, their people, their customers and their business targets are known to have longer term uplift in business performance

Being part of a team that is more led than managed drives higher levels of engagement and connection to the organisation. Business units with engagement and connection scores in the top 25% have 10% stronger customer metrics



We transition managers into leaders

We start with leaders thinking



Working on thinking and belief structures leads to a change within individuals and when those individuals have the opportunity to shape the working environment this leads to improvements in employee engagement. Companies with a highly engaged workforce experience a 19.2% growth in operating income over a 12 month period

Focussing on building capability means that as each day goes by you need us less and less as opposed to the typical consulting model of needing me more. A training/coaching approach costs less in the long term and delivers greater ROI (although it may not give you an immediate shot in the arm)



We are flexible and adaptable

We build FUN into what we do



Recent studies have shown that fun at work can boost productivity and reduce sick days. It costs us nothing to be ourselves and we believe this is a missed opportunity for any business embarking on any improvement journey. Make it fun!

You don't get any unforeseen consequences or bad feeling that can be left with typical management consulting approaches. This means that buy in to any intervention is increased which leads to more sustainment. Sustainment means sustained ROI.



We're curious, with a genuine desire to improve

We are coaches first, consultants second



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By defining and implementing improved habits and behaviours you then start to see results in your people. This leads to increased employee engagement due to the approach and in turn improved customer performance as your people drive your customer agenda. This ultimately hits your bottom line through revenue and cost to serve



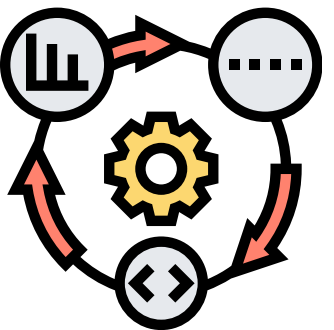
We target habits and behaviours



Financial viability – Reduced costs, improved profits and a positive cash flow.
Engaging



Engaging Environment – A place where everyone has a voice and is trusted



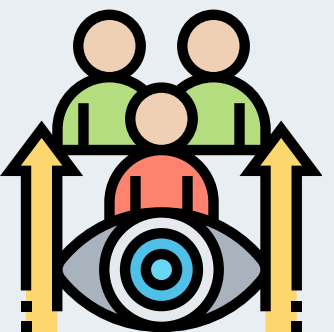
Continual Improvement – Ideas & opportunities are identified and spoken about daily to improve performance



Individual Confidence – Everyone has clarity on their role and how to fulfil it confidently



People Leaders – Empowering leadership that encourages people development



Shared Vision – Aligned people & teams on strategic direction

**There are a range
of benefits that
flow from having
a cost effective,
customer
delighting FACT
based culture**

DON'T JUST TAKE OUR WORD FOR IT

“There were a number of circumstances that made me look for support, things like Regulatory challenges, People engagement & wellbeing challenges, leadership challenges, personal peace of mind challenges, AND how on earth do I run this function challenges!!

Get Knowledge are honest, open, authentic, true, tough on the issues and fair with the people, kind, fun, provide the right balance of support and challenge, experienced, keen to continue with their own learning and development, never afraid to ask the challenging questions, engaging and just brilliant to work with.... some of the reasons I chose them to support SPEx delivery.

As a result, my own team now has an agreed purpose and a method of working that enables visibility of performance and effective performance management. Challenges are identified and unblocked quickly; people are more engaged in what they need to do to contribute to success. Standards are being developed and adhered to. Open and constructive conversations take place regularly. People have had training and development, which gives them more confidence and ultimately continues to uplift the performance of the team. Cross functional collaboration is now starting to take place, so we are seeing end to end performance improvements. I am starting to have peace of mind.

I would use them again...quite simply because I trust them'.



**Michele Robinson – Head of
Operational Customer
Experience
at Yorkshire Water**

The GET KNOWLEDGE TEAM

Jason

- Co Founder



Lee

- Co Founder



Jason is a father, mountaineer, girls football coach and co-founder of Get Knowledge. Jason helps business leaders and managers with all things improvement, with a slant towards organisations with a key role to play in our future world.

After 18 years working using a variety of improvement methods and leading a bunch of improvement and operational teams, Jason decided to stop 'consulting' and now looks to focus on helping people to think differently about solving their own challenges by taking a more coaching led approach.

This led to the emergence of our Sustainable Performance Excellence practice which Jason heads up.

Lee is the father of two amazing children. He is a business improvement coach who prides himself on helping people and teams make today better than yesterday, a lot of people can say these things about themselves though. So what makes Lee different is his random journey to get to where he has with, one pivotal moment in losing his best mate 'Chris' after his brave cancer battle that changed Lee's life forever.

Lee's random journey has included writing 5 children books, owning a bouncy castle business AND DJ, including 18 months Dj'ing dressed as a monkey.... all these things have shaped his career from data input administrator to co-founding Get Knowledge in 2018.

BUT, as a shiny object syndrome sufferer, it was losing Chris that has sharpened his focus and desire to help people confidently deliver change.

**We can't do this alone and have a bunch of other people with
Pascal, Jack, Pippa and Callum to name a few**

GET KNOWLEDGE

to **C**ONNECT,
COLLABORATE
& **C**ELEBRATE

Together

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Check us out, drop us a message

