



Any IMPROVEMENT LEADER can transition their team from SURVIVING TO THRIVING by learning to deploy SUSTAINABLE PERFORMANCE EXCELLENCE, because it TRANSFORMS THE IMPROVEMENT TEAM INTO A TRUSTED BUSINESS PARTNER

**This is not 'just another' improvement method...
...it provides the 'HOW' to SUSTAINABLY improve**



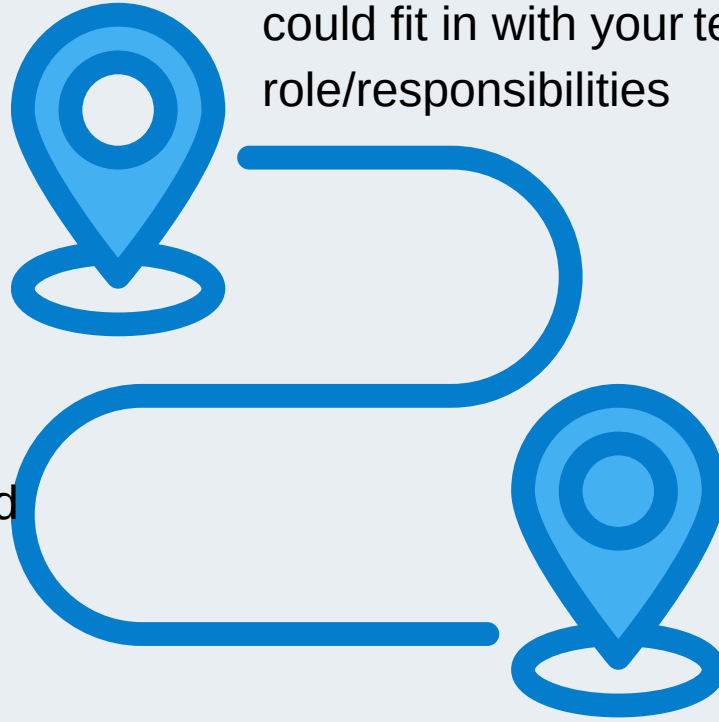
It is a **COACHING** led approach, as opposed to **consulting**

it builds **CAPABILITY** to ensure you can continuously improve

it develops the **HABITS & BEHAVIOURS** of everyone involved

The 3 phases to develop your **SUSTAINABLE PERFORMANCE EXCELLENCE** capability

1) STRATEGY A bespoke strategy for your improvement function around how a SPEx programme could fit in with your teams' core role/responsibilities



2) DELIVERY
Our Feedback, Factfind, Focus and Forward phases applied within the supported operations, taking a watch one, do one, teach one approach to build the best capability

3) SUPPORT
An agreed plan to support the transition of us away from the team as and when the internal capability to teach is evident

VIRTUAL, FACE TO FACE OR HYBRID
It doesn't matter. During the pandemic we've learned how to deliver our SPEx programmes in a virtual environment with some amazing results



GET KNOWLEDGE

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

GET KNOWLEDGE

Here's what people are saying about our SPEX programmes

**Kathryn Edwards –
Transformation Partner**



YorkshireWater

I couldn't have progressed our internal continuous improvement capability without the support of Jason at Get Knowledge. Their ethos matches our own, in creating capability and reducing the need for external consultants to deliver those things we are capable of doing ourselves. It's a refreshing stance on consulting.

I have come to rely upon their tenacity, imagination, and exceptional professionalism, in my role and will continue to engage with Jason and the team both professionally and personally. Their whole approach brings a sense of commitment and creates an environment of openness and trust

The team now have a structured and working daily huddle process that feeds up to the top and is keeping us connected and informed especially during remote working. We are continuously improving those to keep them relevant and make them even more effective. We are starting to see the teams behaving in a way that indicates at least some of them are feeling more empowered.

Additionally; Our CSAT scores are consistently improving in each quarterly survey and one of our customers particularly has engaged really well with the Improvement plans newly introduced, which will help drive service and so satisfaction even higher.

Get Knowledge are friendly and not corporate or overly formal – which works for me! They are inclusive and supportive.

**Sharon Thackray – Director of
International Shared Services**



**Are you
looking to
establish...**

An improvement function that is seen as critical support to business operations and future improvement, that is high on confidence and knows how to drive high levels of employee engagement, customer experience and business performance



If you want to chat about how you can improve your Improvement team to best support you organisations change goals, then please email us at jason@getknowledge.co.uk

GET KNOWLEDGE