

# A Business Improvement Journey with Zenworkz – e-Learning Business

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## **The business and their people needs:**

Our client's people are both culturally diverse and have a unique blend of creative and customer sourcing skills.

They develop customer resources and also use their technical strengths to automate aspects of the development process, delivering significant efficiencies and cost savings to their clients.

## **Our client's initial needs were to:**

- Re-focus and re-energise their team
- Invite commitment to their changed business strategy from team members
- Identify the unique attributes impacting on behaviours of the team
- Integrate the unique talents and strengths of each individual within their business to form an exceptional and outstanding team
- Create the conditions for greater effectiveness, use of structure and shared commitment amongst team members
- Communicate the business vision of the executive team
- Provide coaching, frameworks and assistance to sustain energy and commitment to their changed business strategy

## **Following Zenworkz initial involvement, further needs were identified:**

- Improve HR practice
- Strengthen customer management practices including quoting and charging for design services previously not charged
- Document process and work flows

The following client work has been carried out by the Zenworkz principals:

Work Undertaken	Business Benefit
<p><b>Custom design, facilitation, &amp; support activities for planned intervention to support changed business strategy:</b></p> <p>Research, design, facilitation, knowledge transfer and planning to support business strategy changes</p>	<ul style="list-style-type: none"> <li>▪ Provide clarity and confidence re business direction</li> <li>▪ Enable dialogue focussed on future business requirements</li> <li>▪ Identify gaps in current business performance</li> <li>▪ Increase focus on results and required business image, supporting practices and behaviour</li> <li>▪ Build resilience and adaptability to change</li> <li>▪ Provide shared experiences and agreed focus across business</li> <li>▪ Promote cooperation</li> <li>▪ Provide a supported forum for dialogue with executive</li> </ul>
<p><b>Post intervention support of changed business strategy:</b></p> <p>Measurement and assessment of planned activities to support business strategy changes. Provision of additional resources, observation and shared insights into team behaviour during transition</p>	<ul style="list-style-type: none"> <li>▪ External observation and measurement of progress</li> <li>▪ Provision of a non executive “sounding board” for staff questions and concerns</li> <li>▪ Examination and challenge of behaviour to support new strategy</li> <li>▪ Reorientation of all staff to support strategic outlook and future business requirements</li> <li>▪ Continued support and advice to executive.</li> <li>▪ Provide structure and foundations for successful transition</li> </ul>
<p><b>Improve Human Resource practice:</b></p> <p>Research, design and produce HR Policy &amp; Procedures including a Staff Handbook to guide Human Resource Practice and support the desired client culture</p>	<ul style="list-style-type: none"> <li>▪ Risk of incorrect practice contained</li> <li>▪ Legal and business obligations specified and promulgated</li> <li>▪ Recruitment, Induction, Fair Treatment, Safety and HR procedures made explicit</li> <li>▪ Recruitment processes streamlined and compliant with legislative requirements</li> <li>▪ Work tasks, Job definitions and Performance expectations clarified</li> <li>▪ Better ability to measure performance, give feedback, coaching and development related to the individuals position</li> <li>▪ Business and executives HR compliant</li> </ul>

<b>Work Undertaken</b>	<b>Business Benefit</b>
<p><b>Product and service delivery process mapping:</b></p> <p>Process mapping from “Front of house” through product and service delivery to billing assurance</p>	<ul style="list-style-type: none"><li>▪ Map and Measure business processes, handoffs and interrelationships to ensure contracted delivery to client and planned revenue achievement</li><li>▪ Provide clarity of process and supporting work tasks and opportunities for improvement</li><li>▪ Identified new revenue opportunities</li></ul>
<p><b>Individual consultation:</b></p> <p>Trusted, relevant help and advice Coaching Sharing of research findings</p>	<ul style="list-style-type: none"><li>▪ Individual growth in technical and cognitive skills</li><li>▪ Increased capacity to act</li><li>▪ Focus on results, governance and financial returns</li></ul>

The Zenworkz principals who carried out this work all have an executive background. This combined with a strong research and practice base provides a unique competency and allows us to tailor customised interventions, innovations, support activities, and business improvement relevant to our client’s environment.

Above all we understand people, business and results.

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