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IMPROVING AND SUSTAINING BUSINESS PERFORMANCE WORKSHOPS SERIES 2011

OVER 6 WEEKS 7 DAYS PLUS FREE CONSULTING ACCESS TO EXPERT PROFESSIONAL SUPPORT DURING WORKSHOPS!

Timing / Topic	Timing / Topic	Timing / Topic	Timing / Topic	Timing / Topic	Timing / Topic
WEEK 1 DAY 1 STRATEGY Systems Framework Business Improvement Model Big Picture! Leadership Vision Mission Values Policy Goals Objectives Measures 4 Core Business Areas Risk Analysis Business Scorecard Finance/Process/Customer/People KPI's "S.W.O.T" Analysis One Page Reporting Planning Governance Risk Analysis	WEEK 2 DAY 2 FINANCE Systems Framework Key Financials Profit & Loss Balance Sheet Cash Flow Measures "Book Entries" Depreciation Amortisation "Write Offs" Provisions Reporting Actual Budget Forecast Ratios "S.W.O.T" Analysis Risk Analysis	WEEK 3 DAY 3 PROCESS Systems Framework Process Analysis Process Redesign Business Systems Measures Improvement Tools "IIA" Issues / Impact/Action Service Analysis Process Improvement Tools Risk Analysis Service Levels Process Mapping Business Case Analysis & Improvement "S.W.O.T" Analysis Risk Analysis	WEEK 4 DAY 4 CUSTOMER Systems Framework Strategies Customer Mgt Marketing Mgt Sales Mgt Social Media / Network Mediums Selling Propositions "WIFM" Internal Customers External Customers Positioning Relationships Measures Management Leverage Systems Strategic Alliances "S.W.O.T" Analysis Risk Analysis	WEEK 5 DAY 5 PEOPLE Systems Framework Leadership Management Culture Supervision Training Motivation Delegation Rewards & Recognition Communication Conflict Management Change Management Team Building Planning & Organising 3 People "Types" Groups - "D / R / C" The "A.R.P. Trifecta" Measures Risk Analysis "S.W.O.T" Analysis	WEEK 6 DAYS 6 & 7 PLAN/STRATEGY Strategic Systems Approach Framework Pull it all together Complete the "jigsaw" Prepare Your Plan! Executive Summary Background Market Analysis & Opportunities Assessment Risks Key Issues / Objectives People Systems Performance Management Financial Snapshots Supporting Appendices Management Systems Budgets & Forecasts 2 hours Free consulting during or post completion days 6/7
VISUALISE / PLAN / DO / REVIEW!	MAKE THE NUMBERS TALK!	ANALYSE / IMPROVE / REVIEW MEASURE	LEVERAGE / PROFITABILITY / STRATEGY	LEAD / INSPIRE / EMPOWER / IMPROVE/MEASURE	VISION TO ACTION / MEASURABLE / SUSTAINABLE BUSINESS IMPROVEMENT
BENEFITS	BENEFITS	BENEFITS	BENEFITS	BENEFITS	BENEFITS
Build The "Big Picture" look at your business "outside in" – think strategically build your business "front end" your roadmap to process Builds the framework to work through the 4 "pillars" of your business in Days 2 – 5 and makes days 6&7 so easy!	Understand the key things you need to know financially! – lower your fears / improve your ability & confidence	Be able to see HOW things are done process wise! how to improve, how to measure and linkage of 4 levels of business management	Understand what makes "customers tick" leverage the profitable ones! look at 80:20 approach to marketing efficiency with key customers to get more business!	Manage your people better for improved performance and accountability, understand yourself better and what makes great teams	Business is a "jigsaw" this is the complete picture now! A complete business strategy 1-3yrs out! A tool for strategic thinking, future funding, leadership, building your business systems and succession planning for a successful future!