

Organisation Development Basics

The essential toolkit for building a healthy, brilliant organisation

The Foundations

- A **Vision** of what you want the *business* to achieve and the *organisation* to provide for people
- The **Values** you want your organisation and the people in it to embody
- A set of **Groundrules** and **Behaviours** that express the values and become the DNA in every cell of your organisation

Role Clarity and Performance Management

- Clear **Roles and Accountabilities** for *what* every part of the organisation and every individual is there to deliver for the business
- **SMART Objectives**, so everyone knows *what* to do
- Behaviour Standards, so everyone knows *how* they are expected to behave, in line with the Values
- A **Performance Planning and Review** process to include *what* to work on, *how* to behave, and a chance to express any ideas or concerns

Structure and Processes

- **Organisation Structure** – create reporting lines, to facilitate communication and free up managers to manage
- A **Meetings Infrastructure** to include work-in-progress meetings, 121 meetings with individuals, and group meetings with teams
- **Streamlining Processes** and removing the blocks
- Creating a **Second Tier of Managers**, to run day-to-day operations and to be the organisation's future leaders

Skills Development

- **Management skills** – the skills of working 'on' rather than 'in' the business
- **Personal and Leadership skills** - to engage people and inspire their enthusiasm and support, personal accountability and job maturity
- **Time Management skills**, to free up time and improve delegation and prioritisation
- **Team Development** to create high-performing teams of empowered individuals
- **Service and Customer skills**

We hope you have found this material useful. If you have any questions on how to use it, we'd be happy to talk you through it.

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