

Excellence is a "Results Focused Endeavour"

A 30 minute "Turbo-Workshop" from the Pinnacle Results LLC Suite of Workshop Tools -

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Today's "Turbo-workshop" Agenda :

- ☀ Overview of the "Change Equation" 5 Mins
- ☀ Team break-out assignments 15 Mins
- ☀ Team's Report findings 5 Mins
- ☀ Sharing session outcomes 5 Mins

The "Change / Improvement" Equation

We can understand the dynamics & challenges of Organizational Change & Improvement by considering the "Change Equation."

The "Change / Improvement" Equation

$$D \times V_s \times F \geq R_c$$

- ☀ D = Dissatisfaction with the "Status Quo."
- ☀ Vs = a Shared Vision of Future Excellence.
- ☀ F = First Steps to take towards the Vision.
- ☀ Rc = Resistance to our Internal Change.

The "Change / Improvement" Equation (D)

D = Dissatisfaction with the "Status Quo" requires us to think about ...what are the "things" ... services and communications ... that we should do better? e.g.

The "Change / Improvement" Equation (V_s)

V_s = Shared Vision is addressed by sharing & owning the "Results" which our Clients will recognize as stellar performance by our team's efforts. e.g.

The "Change / Improvement" Equation (F)

F = First Steps are the tasks and activities we must embrace to do, in the next year, to start down the road of being able to deliver upon our Shared Vision. e.g.

The "Change / Improvement" Equation (R)

R_c = Resistance causes frustration, and essentially if *any ONE* of "D," or "V_s" or "F" is low or zero ... then the whole change endeavor does not have enough traction to overcome the Organization's Resistance to Change. Perhaps we should consider, & recognize, the factors in the Organization which contribute to resisting change? e.g.

Team Breakout Instructions : 15 Minutes total:

- ☀ What are the "things" ... services and communications we should Do Better?
- ☀ "Results" our Clients should recognize as stellar performance?
- ☀ What are the Tasks and Activities we must embrace to do ... in the next Year?
- ☀ What's Most Important for us on each of the 3 areas above? : 3 Red Dots each
- ☀ What can we Leverage / Outsource? : 3 Green Dots each

Team's Report findings : 5 Minutes

- ☀ What did we agree upon to do better? (D)
- ☀ What's important to our Clients? (V_s)
- ☀ What should we do / learn first? (F)
- ☀ What's most important for us?
- ☀ What can we leverage?