

(illustration)

A simple 3 work stream framework that helps harness the potential abilities locked up within your people, defining what success looks like from a universally successful leadership position. Bespoke to your people, culture, customers, shareholders and financial year.

Month 1		Month 2		Month 3		Month 4		Month 5		Month 6	
Agree the plan		Refine the plan								Ratify and communicate the findings	
Discover	Workstream 1 People Engagement				Workstream 2 Service Culture		Workstream 3 Customer Engagement		Execute		
Framed Bespoke Plan: Universally Successful Destination (USD)	People Engagement Plan People survey 1 Workshop nominations Identify top 3 pain points & remedial actions	Workshop Workshop feedback & review	ELT presentation (results and next steps) People survey 2 (impact)	Open forum Top 3 service initiatives	Workshop Top 3 customer leadership initiates Internal Comms Plan & Collateral	Review and approve optimized Framed Bespoke Plan & USD Analysis & Findings: workstreams 1, 2 3 Confirm execution People Engagement KPIs Customer Engagement & Comms KPIs \$Revenue					
Define Develop Optimize											