



### ImpACT

'ImpACT' is a business improvement programme that equips managers and supervisors with the skills to improve teamwork and operational performance, achieving enhanced productivity, profitability and growth. It is a component of our ACT (Achieving Change Together) programme. Each programme lasts for 8 weeks and concentrates entirely on bringing to life sustainable business improvement.

### The ImpACT £1m challenge

The 'ImpACT £1m challenge' has been created to provide all businesses with an opportunity to achieve more profit. The goal is simple **'contribute £1m to participating organisations by 1 Mar 2011'**. Each business keeps the money they are responsible for generating.

Are you ready for the challenge? Does your business want better margins, enhanced productivity and sales? Can you afford not to take part? The only way you can guarantee further success is to take up the challenge.

### ImpACT's objectives

- ◇ Introduce the conditions needed to create and maintain a motivated workforce.
- ◇ Develop problem solving methods that focus on cause not symptom elimination.
- ◇ Create a sustainable continuous improvement culture.
- ◇ Fully utilise effective 'Performance Management' principles.
- ◇ Deliver feedback that develops skills needed to achieve performance growth.
- ◇ Overcome resistance to change.
- ◇ Implement cost saving and performance improvement projects.

### ImpACT's framework

#### Module 1

**4 day workshop** that equips participants with the skills, attitudes and behaviours needed to improve business performance. Themes covered within our 'get 2 grips with.....' knowledge intervention sessions followed by practice include:

- ◇ skills and behaviour analysis
- ◇ effective communication
- ◇ group facilitation

- ◇ delivering effective feedback
- ◇ operational process review
- ◇ team development
- ◇ issue resolution and problem solving
- ◇ change management
- ◇ leadership excellence, coaching and mentoring.



All discussions are set in a workplace context where participants explore how they can develop their business and achieve sustainable continuous improvement.

#### Module 2

Implementation of a business improvement 'make a difference' project, over a 7 week period. As we only remember 7% of training material after 30 days, this module is crucial in reinforcing and developing the key skills covered, as well as offering an opportunity to achieve immediate measurable success.

#### Module 3

**1 day follow up workshop** that focuses on ensuring best practice from each project is shared and success is recognised. More importantly, this module is designed to consolidate learning and make ongoing continuous improvement more likely in the workplace.

### ACT now

Whether you are in operations, project management, HR or learning and development, we understand your role and objectives. Whatever your present company culture, your issue or your operational aim, we can work with you to achieve success, we are only a phone call away.

*"We have all benefited immensely from our development programme. Not only has our performance as individuals improved as a result, but the performance of the team has improved beyond our wildest expectations. The scale of the change has even been noticed by our client Chevron, who was intrigued that such a noticeable improvement had been made in such a short time. Look out world....."*

*Jim Hughes  
Offshore Installation Manager at Bibby Line Group*