

## Strategy & Team Facilitation

*the science & soul of leadership*

The Service Spirit provides customised workshops for organisations and teams to enhance clarity of direction, cohesion and performance.

The process begins with gathering both quantitative and qualitative data. This data then informs the design of a customised workshop.

### Examples of workshops include:

- Leading Change workshops for the Shared Services Division of a Global Bank which enabled a seamless transition to provision of services off-shore
- Cultural change programs and development of a national strategy with Safety, Health and Environment professionals within a retail organisations to deliver on a target of zero injuries
- A series of one day workshops for a government service organisation to embed a customer service culture
- A series of one day strategic planning workshops for a non-profit organisation to develop the organisational vision, values and five year strategic plan to support significant expansion
- A one day Futures Thinking workshop with an emergency services organisation to move their thinking beyond today and into the future and develop a 5-10 year Strategic Framework
- Annual retreats over a six year period to build and enhance the team effectiveness of a professional consulting services organisation
- A series of workshops to assist a senior technology team to develop their purpose, vision, values and strategic objectives. This process involved leaders understanding the current state, visioning the future state and developing strategies to bridge the gap.
- Annual retreats with the CEO and Board of an employment services agency to enhance the clarity of and commitment to the strategic direction of the organisation.
- A series of workshops with a senior team in the finance sector to develop their purpose, vision and values leading to a complete reconceptualisation of their target market and strategy

## what clients say

*"Bayley House is in an exciting period of change and growth as the organisation moves towards expanding the services offered to adults with an intellectual disability. The Service Spirit has been instrumental in guiding Bayley House through some of the initial planning stages by facilitating workshops in which the Board of Management and key staff performed a critical analysis of current and future needs. The Service Spirit worked with the team to develop a strategic review of the organisation to provide greater focus and clarity regarding the redevelopment Bayley House's facilities and service priorities."*

**Janet Batey, Chief Executive Officer, Bayley House**

*"The Service Spirit delivered a series of client service awareness workshops across our organisation. They understood the uniqueness of our organisational structure and showed us that delivering exceptional client service is not just about providing training to staff, it's about incorporating a client service vision into the organisational strategy. The workshops were dynamic and engaging and their effectiveness was proven in our most recent client survey results."*

**Susan Cibau, Senior Conciliation Officer, Accident Compensation Conciliation Service.**