Hi. Welcome back. Today is an exciting day because we're going to go into our P+ Process which is what terminology required for the full process of taking an organisation from the very beginning to the very end of our engagement. So we're going to go through that and give you a full understanding of how that works. So let me just share my screen with you and then I'll take you through it.

So we have the 2 different process. We have what we call P+ Process which is our delivery and includes everything about our technology, the processes we use and how we train people up - upskill and uptool. And then 2nd process which we're going to look at later on is the M+ Process which is how do we identify our client, of suitable clients with visions and how do we engage with them and contract with them for us to run alongside in their journey. So this is the P+ Course today we're going to look at.

Now the idea is that you need to, overtime become more comfortable with being able to explain the different phases we go through and also more comfortable with delivering them and we each have a role to play. So we're going to help through this process, identify industry experts and transformational program directors to understand what roles they have to play. So let me go into in a bit more detail. So we are looking at 3 different roles that are going to take place through the P+ Process and this is throughout everything we do. We have industry experts we called IE's, Transformational Program Directors TPD's and Client Engagement Researchers CER's. Now first of all, one of our cultural issues is there is no hierarchy. all these people operate together as a team with equal importance, equal status, working together.

Let me explain how they operate together. So the IE's - the Industry Experts, these are people that come from either ex CEO's, ex C-Suite who have themselves driven trnasformational program through organisations from the inside. And these people got to the stage where they got very deep knowledge and decide that what they preferred to do is to work with many companies helping them through this journey rather than just being embedded in one company following it through and they also like the fact that our processes and our tools allow them to help these companies do them faster, further and safer. Now the TPD's are the Transformational Program Directors who are groups that take it from the strategic level and move the transformation into the fabric of the company and they are people who really understand our technoly and understand our processes so that they can mentor and train the program teams inside our client who normally comprise high potential people who are really able to gain immense amount from this exposure and training.

And then finally we have the CER's, the Client Engagement Researchers taht are running alongside the team at all stages and helping them input into are they going fast enough, is it the right direction and bringing in information from outside to ensure that where they're travelling is fixed with the competitive vision, with client expectation, customer expectations and trends technology trends.

So they work in what we call cohorts working together with their clients. Now what do they do? So here is the overview of what the client experiences from the P+ process. So we've got 2 nine month engagement with us. So if you look here, on this screen you've got first 4 phases - they're very intense period, the first 9 months and then after that there's a 2nd nine months which brings it to 1 and a half years which enables the full transfer of knowledge.

So let me go into a bit more detail. Phase 1 and ofetn it's where we really start understanding the client and they start understanding us. So just before here is the contract assigned whic is the N - remember I talked about the M+ Process? The N of the M+ Process they're now signed on a transformational contract, of Whitewater TX contract.

So the first phase is we go into the organisation. We talk to all the senior people to get their views of there visions of the future. Now, not unsurprising, they may have the same strategy but actually what they see in the future is quite different. It's what the Chinese call one bed, many dreams. So we normally find their many dreams inside the organisation that need to be harmonised. So we go in, we research the top end then we go right down to the bottom doing what we call deep dives, right down through all the layers of the organisation to the frontline and into their customers to understand what is happening in the organisation today as well as their aspirations for the future.

So then having done that, we then bring the decision makers together and we run a workshop which heps them identify the single point of truth so they're all aiming in the same direction.If there are different dreams of the future, they either put in to the single point of truth or they are put into scenarios which can run alongside and if and when those scenarios are realised, they lock in to the single point of truth. So we've now got a real focus and harmony at the strategic level of the organisation. And we use various tools here to gain the single point of truth including Merlin exercises and other tools along the way.

At this point where there is a single point of truth now that everybody agrees this is where they're going, we then look at what do we have to do to get there. And again this is a strategic discussion with the top of the organisation, what are the big steps required to get from where we are today, which we've gone and verified to where is the single point we want in the future and out of that come significant workstreams. Those workstreams are then embedded in our master plan which is going to drive the organisation from the very top to the very bottom to ensure that what's strapped (?) at the top turns into activities at the bottom. End Phase 1

Phase 2 is where we take the single point of truth and the workstreams on a strategic level and create the work - mainly working with the Transformation Program Director at this stage, supported by the other we go and we actually form the teams of high potential individuals into realising the strategic dream, of taking the strategic dream and turn it into activities. And there's a iterate of process here, in other words to ensure that the practicality, the people responsible for delivering actually - and there's a harmony with the strategic obkectives. Then after that, once we've taken that into operational side, we drive it down right away through the organisation, to the front line.

At this stage, we're training up the program team ready to go into Phase 3 which is where we actually ativate the entire organisation on this journey. And then with that there's a what we call a Day of Change, where we draw a line from the past and move into a journey that involes everybody going into the future. Phase3 is a series of workshops where people engage, understand the overall vision and reinvent it themselves so it becomes theirs. So suddenly we're now through the organisation, on this path and there's many processes, techniques, methodologies that we use to overcome resistance to get buy in (?) at this stage.

So by the end of Phase 3, we have an organisation aligned, going forward, technology underpinning it so that the reporting is coming back to them ? between the top and the bottom. Where inputting our AI that actually checks that the company is going fast enough in the right decision.

And then we're in Phase 4. Our phase 4 is where we start to train people up so that we can step, take a step back from driving it to now teaching them how to drive an organisation under significant change, at pace, under control, further faster, safer. So through Phase 4 we train them up and they get to a stage where they're able to run this and there are every quarter they can pivot it, they can direct it, they can go faster, they can go slower and the board is trained or the management is trained how to drive this. That's the end of Phase 4.

Phase 5 is where they're driving it now. So it's 9 months, they've now got all the skills, all the tools required to take their company into rapid, constant reinvention. Phase 5 we continue to monitor, do quality control, give ideas, help them really own and speed up what they're doing. So we're very much in the mentoring, coaching role through that period and help them with some significant, deeper issues that emerge.

So that's the total P+ Process. We do allow clients to go to Phase 1 and we have an opt out process of that stage. in other words, you've gone through the single point of truth, you've agreed that you've got your high level of master plan. It's enough to do it yourself. At that stage, if they want, we then take responsibility for delivering it which is Phase 2, 3 and 4 and at the end of phase 4 there's another opt-out point whereas they feel like they can do without us, that's great they can because remember I've spoken before about our deep commitment s to passing over the knowledge, the tools, the technology, the mentality and the culture that allow a companies to be able to be self-sufficient.

So at the end of that as you see, one door leaves to the next, to the next to the next. what we have found, both in training people up in this process and working with our clients is the detail training tends to be as you need, I don't need a basis here on. So this is to give you the overview and there is very intense training before Phase1, before Phase 2, before Phase 3 and so on. So this is to give you the overview before we then come back and go into each tool with a lot more detail.