



CHAMPIONS CLUB COMMUNITY

LEARNING & DEVELOPMENT ACADEMY

Helping clients succeed







introduction

Our approach here at the Academy is to be 100% client focused and to operate with total honesty, clarity and authenticity.

We believe that in order to earn your business over time we need to be doing at least one of the following, if not more;

- Helping you reduce costs
- Increase revenues or margins
- Leverage the cost of capital
- Increase productivity, quality or customer satisfaction
- Augment a key strategy or initiative, or
- Increase critical performance

We understand that if we cannot help you achieve sustainable results over prolonged periods then we cannot expect to earn the right to become your business partner.



helping clients succeed

Helping clients succeed for us is a paradigm, a mental model, a framework, and a methodology if you like, for us to work together to our mutual benefit and satisfaction

Through our approach we will provide you with an expanded awareness of possibilities and superior choices, helping you make good business decisions in your longer term interests.

We aim to do this in such a way that not only do you secure great business results, but you do so in way that you feel good about it.

We will be truthful in what we mean, say and do, and will operate in a way that's congruent with your values.

The Good News

We both want the same thing! We have a mutual self interest in wanting to design a solution that truly meets your needs. Knowing that we both want the same thing, and recognising this, will make working together far easier right from the very beginning.

Our Approach

- We listen
- We don't make assumptions
- We don't have preconceived solutions
- We don't need to make a sale with you – In fact we're only really interested in the prospect of a longer term partnership with you
- We do take time to understand your business thoroughly

We will mutually explore with you a range of possible solutions that truly meet your unique needs.

In helping our clients succeed we pride ourselves as to both our Emotional Intelligence in designing specifically tailored People focused programmes, as well as looking at things from an Intellectual intelligence perspective in terms of understanding the key issues any programme is designed to address.

Key then for us is to be able to assess specifically the effectiveness of our intervention.

Our mutual opportunity.

Our mutual opportunity is to create a sound business case for our proposal for working with you.

We will examine the *issues* you face, the *evidence* of their existence, the *impact* of those issues on the organisation, and the *context* within which those issues exist.

We will be open and honest with you as regards the time, people resource and money necessary and available to achieve delivery of the opportunity.

The Exact Solution

We will give evidence and proof that we can help you or we will let you know direct that we can't.

From Inquiry to Advocacy

Inquiry

- We begin by seeking first to understand
- To understand the effects of the problems experienced
- We will develop and consider multiple possibilities, talk to many people and apply systemic thinking to coming up with the very best possible solution for you.

Advocacy

- In this phase, having sought first to understand, we will then seek to be understood
- We will convey to you our proposal in person, seeking to address all key issues and concerns

Our view is that in putting forward any possible solution it only derives value if it addresses the problems and issues you are experiencing of course.

We will always look to support our proposals with data.



customer satisfaction

Customer satisfaction is key for us. If you're not completely satisfied with the work we do, we wouldn't expect you to pay us.

We would though expect to work closely together right from the outset to define what success looks like so that we can both measure the impact of the work we do for you and ensure it's in line with our mutually agreed specifically defined outcomes.

Looking for Evidence

- We always seek first to understand why you believe there to be a problem?
- What then lets you know this is in fact the case?
- Where specifically does the problem show up?
- Which measures prove there is a problem?
- Who specifically is most affected by the problem?, and
- When does this a problem most often occur?

Measuring Success

We would then examine;

- How specifically would you then measure success?
- What would let you know we were being successful?
- Where would the success of the project show up?
- Which performance indicators will increase or decrease if we are successful? , and
- When do you need these results to be in place?

Moving from Evidence to Impact

In moving from evidence to impact we seek to ask five questions;

1. How will we measure it?
2. What is it now? (current state evidence)
3. What would you like it to be? (future state evidence)

4. What's the value of the difference ? (impact), and
5. What's the value of the difference over time? (impact over time)

Organisational Context

Projects that align with your organisational context make more sense. Helping people understand the context within which they are being asked to work is one of the key determinants to preventing high employee turnover rates.

In this part of our design work we ask questions like;

- Who or what else is affected?
- What is the big picture?



And Finally

To conclude then, we would simply ask you to remember this about us – that our intent is to get a solution that exactly meets your needs.

That's it!

Our belief is that the more we increase the success of others, the more successful we will be.



we value; integrity, respect, accountability, creativity, trustworthiness, enjoyment, determination, caring, honesty, a commitment to excellence, and team work

Contact us information

If you would like further information about Champions Club Community or are interested in working with us, please call **Guy Insull** on;

077755 14912 (M)
0208 469 4690 (Community Office)
or mail us at;
contactus@championsclubcommunity.com

