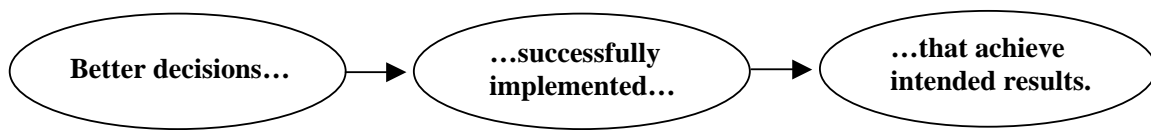


THE PROGRESS REPORT™

FROM THE FACILITATORS OF PROGRESS CONSULTING - (905) - 717 - 3242

CASE HISTORIES

Facilitators for...



Meetings – from confusion & conflict to consensus & commitment

A Progress Consulting facilitator applies skills to unearth the basis for agreement and success.

A financial services industry task force was grinding to a halt with internal bickering. As the group was about to collapse, the leaders brought in a Progress Consulting facilitator.

The facilitator created unique models to separate and organize their issues, and to bring a sense of clarity and objectivity to the discussions. The facilitator also applied conflict resolution techniques. The extent of common ground became much clearer, and the meeting produced several important decisions. The task force was back on track and their success was assured.

Planning – speeding up the decision-making process

A Progress Consulting facilitator applies workshop techniques that can speed up the decision-making, even in large groups.

A \$100 million enterprise was entering the critical stage of its strategic planning process. Stakeholders had submitted their ideas and it was time to draft the plan. Management wanted the drafting team to include as many people as possible. Those who draft the plan would later serve as ambassadors, explaining and promoting the plan throughout the organization. Management said, “In the ideal world, we would invite 90 people to the drafting table.” To their surprise, the Progress Consulting facilitator urged Management to invite them all.

Applying sophisticated workshop techniques, the facilitator led the 90 participants to develop a comprehensive strategic plan in just thirteen hours, over two days. Although sceptical at first, 85% of participants rated the session as “very good” or “excellent” and 90% said that the meeting met or exceeded their expectations.

Planning – obtaining customer input

The facilitators of Progress Consulting conduct consultations ranging from focus groups involving a handful of participants to workshops involving 350 participants at a time.

A consulting firm was looking for client input to its planning process. A Progress Consulting facilitator designed and conducted a series of client focus groups. Clients' input greatly clarified the merits of various strategic options and provided the firm with much greater confidence in proceeding with a particular direction. In addition, the focus group process itself provided clients with increased confidence in their choice of firm.

Planning – obtaining constructive community involvement

Companies that are planning major community initiatives, and governments, face increasing expectations for community involvement in decision-making. This raises serious questions. Can constituents with opposing views be satisfied? What if the consultation process itself creates unrealistic community expectations? The facilitators of Progress Consulting apply methods for practical, constructive community involvement, involving as many as 5,000 participants.

A government organization was under pressure to involve the community in developing a new public transportation policy. Safety aspects were extremely sensitive. Technical issues were complex. A Progress Consulting facilitator reduced dozens of pages of technical data into a brief handout that a very broad audience could grasp quickly. The facilitator led a series of three-hour workshops. Participants were involved in a meaningful way and there were few emotional outbursts. When emotions did run high, the facilitator took pressure off the organizers by managing these situations with expertise and finesse. Participants appreciated the opportunity to be involved and the organization gained valuable community input to guide its decision-making.

Streamlining Work – to improve cost control, service and morale

The facilitators of Progress Consulting apply the proven principles of The Deming Management Model.

A company in a very competitive industry had launched a Quality Improvement program. The program was soaking up time and other resources, but had generated no significant results. A Progress Consulting facilitator guided the organization to clarify the purpose of the program, set clear goals, adopt an effective problem solving model and establish "teams" only where doing so would be beneficial. The facilitator then led one team through a pilot project that reduced paperwork by up to 80% and eliminated unnecessary procedures that had long been the source of employee frustration and customer complaints. Costs declined, morale improved and customers were better satisfied.

Cultural renewal – creating a more effective corporate culture

Merging enterprises face the challenge of combining their cultures without a clash. Cost conscious organizations strive to recover the morale and productivity of employees following a downsizing. And many other organizations seek to become more entrepreneurial and customer oriented. Although some pursue renewal through motivational messages, we believe such approaches are often a lot more hype than help. In our experience, people learn best by doing.

A Progress Consulting facilitator guided an organization of 1,000 employees to design and learn new and better ways of working together, using concrete business problems as examples. Without fuss or fanfare, the result was a steady, sustainable shift to a more flexible, responsive, productive and motivating work environment.