

Culture for Performance

Organisations we work for have usually addressed all the 'normal performance factors', but still something is getting in the way of delivering the strategy. You may have upgraded or changed your IT, administrative and business processes, organisation structure and new people may have been employed, but the desired performance has still not been delivered.

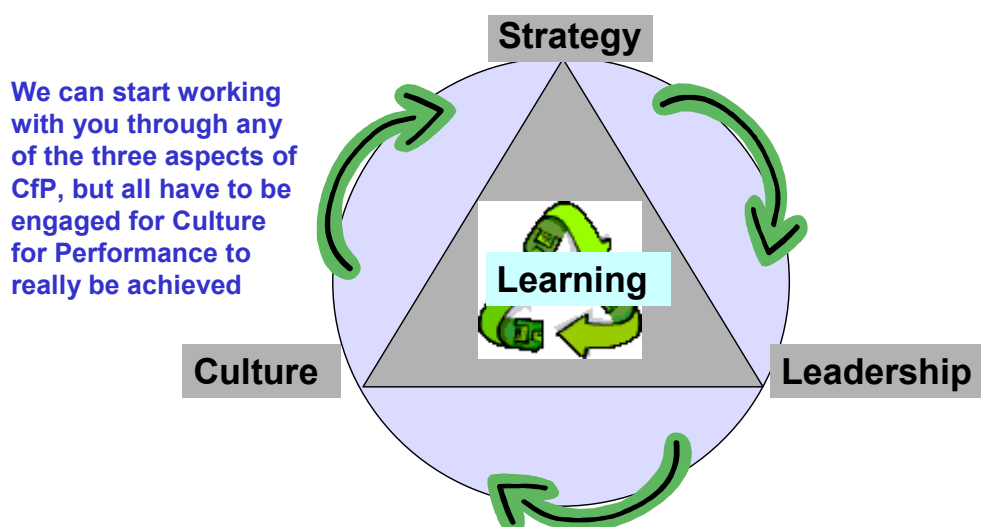
Do these apply to you?

- You've done all the right things yet you are not performing as a team, function or organisation?
- You have a new strategy, you have implemented the changes but the performance is not coming through?
- The programme is all planned out, but how do you engage your staff – after all they are the ones that have to deliver it?
- How do you get the clarity and courage to confront and unblock your organisation?
- How do you ensure that your change processes are embedded and sustained?



Our view is that a new strategy can only be successful if we develop the culture and the collective leadership at the same time. As one of our clients put it, "It is no good re-engineering the processes, unless you also rewire the relationships both inside the organisation and with all the key stakeholders." It is by attending to the interaction of these aspects that we help you deliver Culture for Performance.

How we work with organisations on Culture for Performance



Senior leaders realising how strategy, culture and leadership can work together to drive performance creates impressive business outcomes.

The results are generated by an uncompromising attitude on our part of facing up to the gaps we perceive between the current culture and what is needed to achieve the performance the strategy demands, e.g.

- Confronting long held beliefs.
- Exposing unresolved history.
- Creating 'shifts' in relationships between people / functions / customers.
- Working 'live' in situations.

In Bath Consultancy Group we have been working with creating culture change for 20 years drawing on previous work and approaches in academic research, family and systemic therapy and organisational psychology. We then combine this with our business management knowledge gained in consultancy and senior corporate roles to create an **approach** that takes culture out of the 'nice to have' realms and makes it down-to-earth and very real and direct.

The resulting 'Culture for Performance' is self-sustaining and independent at individual, team, organisation and 'partnering' levels.

As a result of our work our private and public sector clients have had real impact on their issues, e.g.:

- A major consultancy generated an increase in revenues on some key accounts by over 100%.
- By creating a 'consumer focus', one organisation captured increased market share, after years of 'product push'.
- IT / HR / Marketing functions have become focused on how to relate to the main business as a value-creating partner rather than as a technical function and, hence increased their customers' view of the function's value.
- Transforming the behaviours and relationships of the leaders, managers and greatly improving the engagement of their staff.