

## SETTING DIRECTION

### MISSION/VISION

*What business are we in?  
Emerging trends*

### STRATEGY

*Markets, Niches,  
Strategic Objectives*

### SHARED VALUES

*Philosophy, Behaviours*



## TANDEM CONSULTING INTERVENTIONS

### MISSION/VISION

*Mission Statements,  
Workshops*

### DIAGNOSIS

*Clarify Core Values,  
Behaviours*

### STRATEGY REVIEWS

*Scenario Planning &  
Big Strategic Bets*

### BOARD REVIEW

*Effectiveness Assessment*

## STAFF ENGAGEMENT

### PERFORMANCE MANAGEMENT

*Performance System & Rewards,  
Benchmarking versus Externals*

### STRATEGIC H.R.

*Workforce Planning, Staff  
Engagement, Culture Development*

### WORKFORCE DEVELOPMENT

*Competencies, Talent Management,  
Confidence*

### COMMUNICATIONS

*Aligning & Involving People with  
Key Messages*



## TANDEM CONSULTING INTERVENTIONS

### COMPETENCY MODEL

*Customised Projects*

### ASSESSMENTS

*Recruitment & Development*

### EMPLOYEE RELATIONS

*Staff and Trade Union  
Alignment*

### INVESTIGATIONS

*Mediation & Problem Solving*

### WORKFORCE PLANNING

*Skills Audit, Hiring  
& Outplacement*

### BESPOKE TRAINING

*Identify development priorities  
e.g. Mentoring, Teams, Toolkits*

## STRATEGY EXECUTION

### LEADERSHIP

*Role Modelling, Energy,  
Boundary Spanning*

### ORGANISATION STRUCTURE

*Smart Design,  
Inter-Functional Alignment*

### WORK PROCESSES

*Workflow, Innovation,  
Creativity*

### MANAGEMENT ROUTINES

*Standard Rhythms,  
Today Vs. Tomorrow Focus*

### CUSTOMER VOICE

*Delivery on 'Promise',  
Competitor Reviews*

### BUSINESS SCORECARD

*AIM Points, Performance  
Metrics, Key Initiatives*



## TANDEM CONSULTING INTERVENTIONS

### CUSTOMER AUDITS

*Range of Survey Methods*

### ORGANISATION EVALUATION

*Appreciative Inquiry Approach*

### ORGANISATION STRUCTURE

*Fit For Purpose*

### WORK PROCESS RECONFIGURATION

*Operational Excellence Audit*

### CHANGE MANAGEMENT

*Readiness Assessment &  
Implementation*

### HIGH PERFORMANCE

*Best Practice Scorecards  
& Benchmarking*