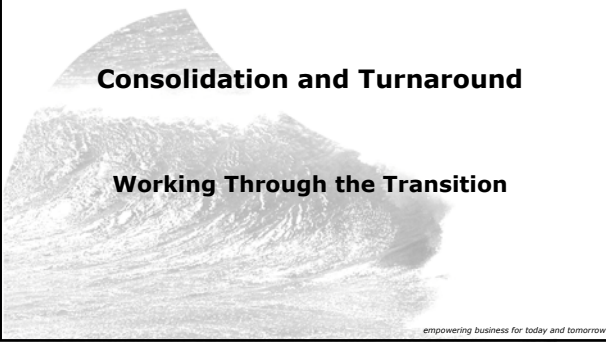



Consolidation and Turnaround


Working Through the Transition




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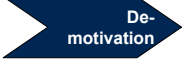
Tell Tale Signs



Denial



Blame




De-motivation


- Weak issue management
- Absence of exceptions reporting
- Continual assurance
- Lack of information & detail in query response
- Late and tardy in reporting
- Other priorities
- Always too busy

- Absence of progress
- Lack of ownership
- Little accountability
- Issues passed around, with little resolution
- Justifying what is done
- Cause of issues lies elsewhere

- Keep discussing the same issues
- Personality issues dominate conversations
- Arrive late and leave early with long absences
- Desk bound, with little client focus
- Looking for leadership





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Approach to Resolution

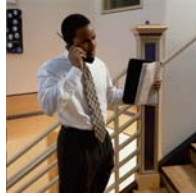
- Assess the situation
- Define and separate issues
- Ownership resolution
- Expectation management
- Risks & issues management
- Actionable items
- Road blocks & bottle necks
- Control scope
- Deliver as promised

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Contingency Planning

- Best, likely and worst case scenarios
- Risk management plan
- Cutting the losses
- Backup and fall back positions
- Exit strategy
- Alternative solutions



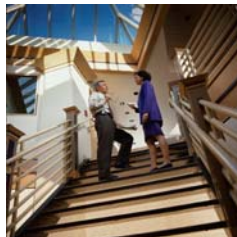
Managing the Problem

- Solve one step at a time
- Consistency, persistency and completeness
- Learning from the setbacks
- Urgent vs Important
- Credibility
- Communication
 - What is being done to fix
 - How they gain
 - What is needed



Team Building

- Direction and Leadership
- Remove blame game
- Solutions now
- Empowerment culture
- Appreciate things will get worse before getting better
- Decisions & accountability



Stabilisation

WISE

- Focus on customer needs
- Stop new activities
- Consolidate existing activities
- Exceed expectations
- Progressively add new initiatives



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Moving Forward

WISE

- Take most difficult area
- Break out into issues
- Initial focused piece of work
- Control scope, impacts and dependencies
- Outcomes and expectations
- Skill and expertise transfer
- Road map next step



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Questions

WISE



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