

## What is 'Phase 3' Design?

Dave Kelly of IDEO said "Look around you. Everything you see and experience, except nature, is designed by someone and you can either make a better or worse job of it." You will have experienced the effects of poor design and probably want to avoid repeating the experience. We have brilliant design skills and like to use them. In this phase we work out how to fit into your active or perhaps frenetic daily-life the learning required to transform it.

## What answers will this provide me with?

At the end of this phase we will have created a plan of how to make it happen.

This will tell us:

- What activities are to be carried out
- When the activities are to be carried out
- Who is accountable for each of the activities
- How much the Phase 4 Implement will cost in external cost and internal

## How does it work?

We will rapidly -

1. Agree and prepare 'start-up' or 'joining instructions' for the established audiences
2. Develop Inspirational, Educational, Provoking Presentations, Courses or Workshops (e.g. Managers Course, Exec Workshop, Board Briefing)
3. Identify and set up Business Growth Projects
4. Prepare a secure 'website' for coaching, knowledge management, e-learning and project co-ordination.



PENTACLE

If you have an internal capability for collaborative working we will be happy to use your platforms instead of ours

## Are there any alternatives?

Yes, there are. We could look for a past design from a similar diagnosis result and take the structure off-the-shelf. We wouldn't be able to guarantee its effectiveness. Or we could set up one learning intervention based on an on-line HealthCheck and one project based on a real-life high priority project and see how things go!

## Is there anything I can look at?

Why not try one of our open websites for examples of knowledge management and project co-ordination?

<http://www.pentacle.co.uk/jigsaw.htm>

Have a look at a couple of general topic course outlines and proposals we've produced for real-life clients.

[http://www.pentacle.co.uk/focus\\_navigation/Homepage\\_focus\\_navigator\\_Sample\\_Proposals.htm](http://www.pentacle.co.uk/focus_navigation/Homepage_focus_navigator_Sample_Proposals.htm)

## What things do I have to worry about?

Dates and times for presentations, courses and workshops

It is useful to check that you have an internal administrative resource who can help to manage and coordinate diaries. You will need someone who is aware of the major organisational events happening internally.

Internet access for Participants

Participants will need to be able to gain access to the secure website from their desks. It may be necessary to involve your information technology and communications specialists in a discussion about how this might be achieved safely.

Executive/Board involvement and approval for the business growth projects

You will need to ensure the Executive/Board are bought into the projects selected.

## What will you do?

Pentacle will:

- Business Growth Projects: Register and ensure access to the 'secure website'
- Learning Events: Produce outline timetables for learning events
- Tutors: Fully brief all the tutors and coaches involved
- Participants: Make sure participants are clear of their roles and commitments in Phase 4 Implement

## How much will it cost?

We will estimate a cost which will be provided on a separate project brief. We will not bill you for resources or costs not incurred, so often you will be pleasantly surprised.

We charge all 'bought in' items, e.g. hotels and photocopying at cost, occasionally charging for administration if significant.

## What if I don't want to go to Phase 4 Implement immediately?

You will be able to use the Learning Event Outline Timetables for tenders with other suppliers, to continue to work with Pentacle or as a valuable place to pause the project.

## What next?

Please contact Susan Ross on +44 (0) 1494 678 555 or [susan\\_ross@pentaclethevbs.com](mailto:susan_ross@pentaclethevbs.com) to arrange how we continue.

We look forward to continuing to work with you.



**PENTACLE**