

What is 'Phase 4' Implement?

"Lead the people to Implement the tasks - never chase the tasks directly!"

Published studies show that most change fails to deliver the results that the people who kicked it off were dreaming of. Although a lot of academic research and thought has gone into trying to understand why this happens, the situation hasn't improved that much.

We think that this is because most people bias what they study by maintaining a belief that either people ('Soft' stuff) or process ('Hard' stuff) is the solution - and as a result only ever see half the picture.

For Pentacle Phase 4 Implement deals with BOTH the Hard and Soft stuff. We know that sometimes the Soft stuff is actually harder to get right than the Hard stuff - so we concentrate initially on the Soft side.

What will we learn?

The actual topics covered will have been specified during the Diagnosis and Design Phases.

What can you bring to us?

We've spent a lot of time, energy and thought establishing practical pragmatic tools, techniques, frameworks and concepts designed to meet the challenges of the real complex and ever changing world we live in. They allow you to:

- **Invent the Future** - innovate, grow and create robust strategies.
- **Deliver Tomorrow** - manage change and programmes of projects and eliminate risk

- **Deliver Today** - deliver your customer centric product or service offer through the best supply and process chain
- **Lead People to Work Together Effectively and Enjoyably** - through agile, flexible and virtual organisations with inspiring leadership behaviours
- **Enable Results** - manage benefits and performance

Is this the 'same-old, blah, blah, woffly stuff' in new packaging at twice the price?

Unfortunately not. You and your colleagues will actually have to learn to think, behave and act in very different ways. Our work is underpinned by a complete body of knowledge which has been proven. If you are interested you can find out more at:

http://www.pentacle.co.uk/Aboutpen_BOK.htm

How will you do it?

Remember in **Learning To Transform™** our aim is for you and your colleagues to learn and apply the learning to get beneficial results. We will base all intervention on the learning cycle. If you wish to understand more about how the learning cycle works you can go to:

http://www.pentacle.co.uk/Learning_Cycle_Animated.htm

We will work with you in a number of ways to suit the challenges you have. These may include:

- Modular learning workshops or courses
- Phone or face to face Coaching & Cajoling
- PETs (Performance Enhancement Tools) for learning and sharing in a secure webspace
- Interactive learning games
- Selection of new team members



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Are there any alternatives?

Yes, but they don't work as well. Business School teaching isn't applied, Consultancy creates dependence without execution, Interims take the knowledge away with them...

Is there anything I can look at?

For a typical implementation approach look at:

http://www.pentacle.co.uk/Course_Structure_Animated.htm

If you want to understand our facilitating and coaching model go to: http://www.pentacle.co.uk/Coaching_Model_Animated.htm

What things do I have to worry about?

During this phase is crucial that all the stakeholders stay in close contact.

Please make sure:

- you have set up an effective process for getting feedback from the participants
- you have set up so that any early successes or wins are widely communicated
- that key stakeholders are regularly involved in the learning by sharing webspaces to encourage participants to continue to put their learning into action

How much will it cost?

We will estimate a cost which will be provided separately.

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 next?

Please contact Susan Ross on +44 (0) 1494 678 555 or susan_ross@pentaclethevbs.com to arrange how we continue.

We hope to continue to enjoy working with you.



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