



The most critical issue confronting your agency today is how to effectively use the organization's scarce resources (time, money, knowledge, and talent) to satisfy the unique needs of your customers. You need to develop a clear picture of success: accomplish your mission with excellence, control costs, and retain talented employees.

Change-Focused Strategic Planning provides the framework to:

- Understand the way you are operating today
- Identify opportunities
 - Leverage processes that give value-added service to your customers
 - Strengthen current relationships - consider partnerships
 - Understand new product/service dynamics
- Correct weaknesses
 - Respond more effectively to change
 - Focus on the customer...who are your customers?
 - Team building
 - Strengthen quality improvement principles
- Allocate resources
 - Are you doing the right things at the right time - 80/20 rule
 - Who runs your organization...how many levels?
 - Plan instead of playing "catch up"
- Streamline agency services to maximize results
 - Eliminate services that are no longer viable
- Plan organizational change to meet specific goals
- Understand the importance of budgets and manpower plans

Linking budgets and manpower planning to support your plan
is an important part of our strategic planning service.

This workshop is available in several formats.

