

ORGANISATION DEVELOPMENT

# Capability Statement



## cleardecisions™ – *we're different*

*We know that you have to deal with a diverse range of problems, each and every day. At clear decisions™, we specialise in solving these problems for you, leaving you free to focus on what you do best.*

*We'll help you **Improve** the way your business operates, **Grow** your business to the next level and **Succeed** in achieving your strategic goals. We get results with our proven methodologies, common-sense thinking and best-practice approaches. ”*

### Our services

At clear decisions™ we listen to you and take the time to really understand your business and your goals. That helps us to identify not only what you want, but also what you need and tailor our services to suit.

Whether it's filling unexpected vacancies, delivering training or managing a project to get things back on track, we'll help you get the job done. We offer specialist expertise in project management, business analysis and improvement, strategic planning and change management.

### Project management and support

Managing complex projects is difficult. Scheduling, budget blowouts, team conflicts and unforeseen problems can quickly become a nightmare for project leaders. Our project management methodologies provide confidence, support and direction for your projects and your business. We can help you with:

- general project management – analysis of initial concept, risk, scope, budget and schedule as well as facilitate sessions, kick start meetings, audits, recovery and post-delivery review
- project documentation – creating and reviewing documents
- project governance – defining, controlling, monitoring, measuring and steering a project: making sure the right processes are in place.

### Business analysis and improvement

Sometimes it's difficult to get a clear picture of your business when you're working in it every day. An objective viewpoint can be invaluable for analysing and improving your business. By taking the time to review your offering and how your business operates, you'll increase service quality and your returns. We can provide a fresh perspective on all areas of your business, including your markets, needs and processes.

clear decisions™ can help you to examine your:

- core business and key markets
- business operation and processes (and their impact on customer satisfaction and repeat business)
- risks if a key member resigns or goes on leave
- succession plans
- storage of business information.

Business improvement focuses on increasing the efficiency and effectiveness of your business processes and staff.

At clear decisions™ we can help you measure the performance of your business, processes, people and systems and improve efficiency across your whole organisation.

We can also help focus your team and improve efficiency by developing and delivering documents that clearly explain your business operation, including user guides, staff handbooks, job descriptions, policies and processes.

### Change management

Change is an integral part of running a modern business, but implementing change can be real challenge. Whether it is adapting to new technologies or to changes in your market and customer's needs, change needs to be managed smoothly to make sure your business stays on track and your staff remain committed.

Our experienced team will help your staff and stakeholders accept and adapt to change by helping you to determine:

- what you want the change to achieve
- how to get 'buy-in' from staff and stakeholders
- how to successfully implement and manage the change
- who will be affected by the change and how.

## Training

Without properly trained staff a business is inefficient – customer service often suffers and productivity is reduced. Training is essential to make sure that your staff can perform their role well and provide your customers with the standard of service they deserve. All training delivered by **clear decisions™** is tailored, inclusive and interactive. Our focus is on maximising team engagement to increase ‘buy-in’.

**clear decisions™** can provide all of your training requirements for small or large groups by:

- analysing and identifying needs
- developing objectives and learning outcomes
- designing and creating programs
- delivering and implementing training
- evaluating training programs
- following up or mentoring staff.

## Strategic planning

Everyone knows they need one, but many businesses don't have a plan in place, or worse, it hasn't been reviewed or revised since they started up. A strategic plan is essential for any business. It helps to focus goals, plan for the future, measure your performance and identify how and where you need to change. **clear decisions™** can help you develop a focused and proactive strategic plan that actually works for you, rather than just gathering dust on a shelf.

**clear decisions™** can help you to work out:

- your strengths, weaknesses, opportunities and threats
- your vision for the future
- the strategies you need to implement to achieve your vision
- your three, five and ten year goals
- how to measure your success
- how changes in the market affect your strategic direction.

## Our approach

**clear decisions™** delivers exceptional service, practical and tailored solutions and quality outcomes. We improve your business today, so you're ready for the challenges of tomorrow.

Our core values dictate our client and collegial relationships.

**Service excellence** – we guarantee to exceed your expectations. Our culture of continual professional development helps us provide the best possible service to our clients and strive for success as individuals and as a team.

**Delivering results** – we deliver what we promise and provide real-world solutions and positive outcomes.

**Working together** – we work collaboratively both with you and within our own team.

**Challenging the status quo** – our unique thinking provides fresh perspectives and innovative ideas.

**Honesty and integrity** – we operate ethically and communicate honestly and openly at all times.

**Respect** – we recognise your skills and experience and seek to complement them with our own.



**Lisa Twyford**  
Managing Director

## Our experience

At **clear decisions™** we have the skills and expertise to help any client in any industry. We have worked extensively with boards, executives, individuals, projects and stakeholders in public, private, corporate and not-for-profit organisations across a variety of sectors.

We also have experience and accreditation in a range of methodologies such as Agile Project Management; Business Improvement Processes; Kepner Tregoe; Lean; Prince2 and Six Sigma.



**Contact us today to start resolving your business issues and help your business reach its full potential.**

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**Some of our signature clients include:**

SACA | SA Power Networks | University of South Australia | Country South SA Medicare Local | Law Society of South Australia  
Zoos SA | Transurban | Department of the Premier and Cabinet | Transponder Technologies | YWCA | Coordinated Business Solutions  
Volunteering SA & NT | National Wireless | Pinnacle | Living Career | Iugo | Service Improvement at Uni SA | Creative Industries  
New Generation Insurance Solutions Pty Ltd | Ecocreative | Liift | Posture Pro | Figtree Marketing | Innovate SA  
Asthma Foundation SA | Hockey SA