



5 WAYS TO GET THE MOST FROM YOUR ENGAGEMENT

This is one of the most important decisions in your organization's recent history. We will have ways to optimize it according to how the engagement proceeds, but here are some top-level insights to keep in mind to get the most from us and the experience.

1. Have an end goal in mind at all times — what are we all here for?

- We are here for a reason, a reason that is defined by a desire for something different. We must never lose sight of that! We are experienced in keeping things on track; an assessment is just the first step. While it is easy to go down many roads, we will pave the path ahead to the place we both want. At that point, we can decide what's next.

2. Be open and honest about expectations and needs! (This applies to all necessary staff as well)

- We welcome honesty at every turn and hope you do too. Honesty and openness only benefit the process as a whole, which of course then benefits your organization and mission. Our approach is not "one size fits all" — every engagement is unique, nuanced and challenging and we wouldn't expect anything less!

3. Try to accommodate the consultant's requests for information and access.

- Information feeds results. While we don't want you to provide access outside comfort zones, we will need insider insights to get our assessment completed to your expectations.

4. Ask questions.

- Like us asking questions to get into the mind of your organization, we welcome you to ask questions to get into our mind. We are an open book and will share as much as you would like; that being said, if you have any questions at any stage in the process, we all ears!

5. The post-engagement analysis is not the end, it's the beginning!

- The assessment/analysis can be a robust process that it is easy to think that the job is completed once finished; this couldn't be further from the truth. You are now armed with an objective perspective on the state of your organization. What are you going to do with it? When? How?