

Focus on Successful performance – in a nutshell!

Time to reframe, be on track for business success?

It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change

Source: Charles Darwin



Some organisations are still facing huge cuts – or battling to successfully come out of the recession. Others are safely working through their recovery plans. Whilst looking at the immediate environment is crucial in such a climate, to neglect your medium and longer term plans for the future will only make your organisation stand still or worse ! We are advocates of the 6P Model for Business Success – Read on to know how to review your business, be on track for successful performance – irrespective of the climate !

What is the 6P Model for Business Success?

Our 6P Model is a business tool which helps you review your business performance in a holistic way to ensure you are on track with your strategy for success. The 6P's are:

- Purpose
- Process
- People
- Partnerships
- Performance
- PR

Purpose

A joint **purpose**, vision and set of values is crucial. Have you a 'golden thread' running throughout your organisation providing a clear vision of performance success for all your staff? Are you clear what success looks like? Have you clarity from your Strategic Business Plan right through to your personal development plans? If you have, this helps staff to be motivated, accountable and gives them an energy that translates into improved customer satisfaction and added value to the 'bottom line'. So is your 'golden thread' clear, or does it feel like a 'dirty old piece of cotton that's getting a bit threadbare'? We can help you develop that clarity.

Process

Customer focused, tight **processes** reduce waste. How effective would you say your processes are – do they minimise waste, increase satisfaction for your customers and maximise your performance? A tight financial ship, an effective approach to risk, maximising your customer service and feedback, using IT solutions to drive efficiencies and learning from others will set you up with a strong competitive edge and drive out waste and duplication. So are your processes as customer-focused and as efficient as they should be? We can help you identify gaps, blockages and duplications that slow you down and reduce performance.

Re-frame:

- Does everyone know what your corporate purpose in life looks like?
- Have you effective processes that add value to the customer?
- Are your people motivated to achieve?
- Are you maximising the value from your partners?
- Do you manage performance effectively?
- Do you celebrate success through regular PR?

People

Your **people** are your key to successful performance. Keeping your teams engaged throughout your business development process and enabling them to provide you with their ideas and contributions and feeling confident and empowered is vital. Not only do your staff need to be clear on what they are to achieve to contribute to business success, you need to have the right people, in the right roles, at the right time. So are your staff performing to your excellent standards? If not, we can help with their development, support them with individual, tailored mentoring and coaching or fill any skills gaps with our interim managers.



Partnerships

Our businesses will not survive without maximising the effectiveness of your **partnership** working. Your supply chain commands time, respect and an allowance for innovation in order for you to be ahead of the game. You can minimise inputs and maximise outputs through others – capitalise on their skills, knowledge and innovation. Have you the right partnerships that you are investing in – and are they adding value to your business? We can help you identify those strengths and weaknesses to maximise business performance.

Performance

You need effective systems in place and to be operating within an explicit **performance** culture. Performance management is key to success in achieving your strategic objectives and in developing a strong leadership, entrepreneurial and results-focused, organisation. Does your performance analysis drive improvement, or are you just feeding data to a system? We can help you develop that performance management culture that ensures business success is the responsibility of all.

PR

Positive **PR** and great communications are motivational within your business. Your business success will be affected by the strength of your communications and PR plans. Celebration of success supports a motivated workforce and clear communication planning internally and externally adds clarity, consistency and certainty and will enhance your business performance. Unsure if you've got your PR right and that it's having a positive impact on your results? If not, we can identify what's working well, adding value and what's not.

"I found the 6P model an extremely helpful framework for identifying and delivering our key priorities. The blend of approach in providing a model for support as well as constructive challenge is highly effective. This has helped make a real difference to this organisation."

S Walbran, Assistant Director, South Lakeland

At Lamberhurst we are business people like you. We have all held senior, often executive, positions in the corporate and public sectors. We have all the appropriate academic credentials you would expect from any business consultancy, where we differ is our approach. We pride ourselves on providing a pragmatic service and prefer the label Business Practitioners. We can advise across many functional disciplines, and are always focused on measurable business outcomes. We believe that there is no real alternative to sound business experience! Sometimes our services are delivered as discreet projects – researching and testing new markets, negotiating major contracts, and managing change programmes for example; and sometimes our services are delivered through your people – as mentors, guides and coaches.