

## Case Study: Collaborative Solutions Work Best

### The Problem

A company had a new senior manager take over their large Distribution Centre. Whilst he was not new to the company, he was new to the role, coming from the production side of the company.

He therefore had no technical knowledge about the supply chain or warehousing issues.

As a good manager, he soon knew the operation was not working effectively. His initial thought was to bring in consultants.

I was approached by the consultancy he contacted who was going to follow a "traditional" consultancy approach.

This however seemed to be not going to give the required long term benefits to the company and to the individual manager/his team.

Accordingly a "Collaborative Solutions Work Best" approach was used.

### The "Collaborative Solutions" Solution

This is briefly one that involves:

- Personal learning retention
- Learning of new and better ways of being and working
- Technical knowledge/skills learning in "technical" topics plus the additional Important benefit of "How to learn"
- Total focussed on the Implementing manager/team
- Less time and cost for greater benefit
- Where individuals can afterwards "do it themselves", continually
- Support and guidance in "working through" problems using a friendly supportive challenging helper who is "totally on your side" to see you succeed now and in the future

"Doing it differently-better-more successfully"

It is not:

- Traditional consultancy involving externally centred formalised studies, analysis, reports and recommendations
- There is: "No walking away, leaving the client to read the report" (and with the consultancy company also looking for, the implementation consultancy work).

## What are the Benefits?

These are in two areas: for organisations, and for the individuals in those organisations:

- Develops personal learning and reflective skills
- Develops personal and professional knowledge
- Learning to take risks in a supportive environment
- Gives the positive change being looked for
- Develops autonomy and confidence
- Facilitates people improvement/development
- Supporting people to bring about change
- Enabling learning to be applied continually in the future
- New and better ways of doing and working
- Improves business results
- Increases performance (from quality and productivity gains)
- Increases competitive advantage (as learning to learn is a key competitive skill)
- Increases knowledge (as brain power is released for higher performance)