

## Business Performance Improvement

Business Performance Improvement is a package of twelve business support sessions. These are best delivered as regular sessions designed to serve a number of purposes, including coaching. Like the **On the Right Track** and **Supporting Business Capability** packages the first and last sessions are face to face meetings, others can be by telephone or alternative methods of communication. This package is particularly effective where the business support need has a project focus with medium term outcomes. This package is particularly effective where business owners might benefit from personal development and support.

Directors of a cleaning company plan to expand to their service and secure a number of hospital cleaning contracts. Having looked at a number of tender documents they realise the company will need to acquire a number of quality assurance Kite marks such as Investors in people, Customer First, Greenwatch etc.

- First meeting:
  - Briefly assess background information prepared by the client for the meeting and acquire any additional information, where necessary
  - Fully explore the client's questions, business ideas and time frame
  - Clarify current operations, logistical practices and supplier relationships
  - Identify the process, resources needs and estimate costs of acquiring the endorsement. Consider the pros and cons for the business
  - Provide guidance to conduct in house market research, PESTLE and SWOT analysis.
  - Identify and sign post the client to sources of information and make referrals, where necessary
  - Provide appropriate up to date information
  - Help the client to devise medium term goals, prepare an action plan, a time line and set targets
  
- Second to eleventh meeting or sessions:
  - Recap on the tasks & goals from previous action plans
  - Supporting the project – Reflection and assessment of progress, business advice, guidance & support, action planning and referral, where appropriate, for project development and implementation, utilising up to date information, business tools, problem solving activities, decision making models, making comment on documents and using change management techniques
  
- Twelfth meeting (in the series) -
  - Reflection on the action plan, the project and give business advice
  - Assess progress and performance of targets
  - Prepare the client to exit business support package, set medium to long-term goals and an action/implementation plan.

Recommended duration of meetings: 60– 90 minutes

Cost:

12 x one hour business support meetings- £1,260.00 + VAT

12 x one and half hour business support meetings- £1,740.00 + VAT

**Save 10% on the cost of meetings or sessions 2 & 3 if you book these dates in advance at the end of the 1<sup>st</sup> meeting.**

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