

## Supporting Business Capability

Supporting Business Capability is a package of six business support sessions. These are designed to serve a number of purposes. This package is particularly effective where the business support need has a project focus with medium term outcomes. Whilst the first and last meetings are face-to-face the second to fifth can be by telephone or alternative methods of communication.

For example:

A client with a successful small business would like to ensure it is doing what it can to be socially responsible. The business is looking for schemes that will prove through 'Kite marks' or 'stamps' of approval to endorse its commitment.

- 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 devise medium term goals, prepare an action plan, a time line and set appropriate targets
- Second to fifth meeting or sessions:
  - Recap on the tasks & goals from previous action plans
  - Supporting the project - Provide reflection, business advice, guidance & support for project development and implementation, using up-to-date information, business tools, problem solving activities, decision making models, making comment on documents and using change management techniques
- Sixth meeting:
  - 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 each meeting: 60– 90 minutes

Costs:

6 x one hour business support meeting: £630.00 + VAT

6 x one and half hour business support meeting: £870.00 + 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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