

Vanguard Method Fundamentals

Vanguard workshop series

PROVEN IN UK/EUROPE - WORKSHOPS NOW AVAILABLE IN AUSTRALIA & NEW ZEALAND

HELPING PROGRESSIVE LEADERS MAKE ORGANISATIONS THRIVE



TAKE THE ENORMOUS OPPORTUNITY TO IMPROVE PEOPLES' LIVES AND SIGNIFICANTLY REDUCE COSTS

- **Understand the Vanguard difference**
- **Evaluate your organisation from the customers' perspective**
- **Learn how to operationalise real improvements in service, efficiency, revenue and morale**

ABOUT THE VANGUARD METHOD

Vanguard Method Australia and New Zealand work with Service Organisations to create ground-breaking and sustainable change

To differentiate your services, by definition, you need to use different methods to those being used by everyone else.

In Europe, the Vanguard Method is now being recognised as the principal method for improvement in service organisations, producing fast, effective, tangible and sustainable results and now the Vanguard Method workshops are available in Australia and New Zealand.

Applied in the UK, Canada, Germany, Sweden and South Africa, the Vanguard Method has produced remarkable improvements in a wide range of service organisations, from telecommunications, utilities and financial services organisations, to health & care, council services, emergency services and public housing providers.

Vanguard have received numerous academic awards for our contribution to management science. We are often cited in the press and are called upon to present innovative thinking to government led think-tanks and improvement committees.

Improving peoples' lives



THE VANGUARD METHOD FOR PEOPLE-CENTERED SERVICES

The Vanguard Method in people-centered services is the biggest opportunity to significantly reduce costs and, more importantly, to improve peoples' lives. We understand how to design public services that actually work. As a result, costs fall dramatically. But that's not all. The wider consequence of providing services that work is that demand falls. Not only do you wipe out the strangling effect of high failure demand, you learn that fewer people experience problems. Happier people, better families, strengthened communities. Isn't that what public services ought to be about?

"We now understand before we access, build relationships rather than transact, take responsibility instead of referring on, and take time to understand what someone needs to live a good life instead of prescribing standard packages of activity."

JULIE BOOTHROYD, HEAD OF ADULT SERVICES, MONMOUTHSHIRE COUNTY COUNCIL

"Vanguard caused us to stop and think, helped us challenge assumptions and bring about a profound change to service delivery, building solutions around customers and opened our eyes to the potential transformational work across authorities and other sectors."

CHIEF EXECUTIVE, EXETER CITY COUNCIL

VANGUARD METHOD FUNDAMENTALS

With this in-house workshop, apply and gain first-hand knowledge of the Vanguard Method for yourselves, and make your own assessment of its value to your organisation.

» Audience

Managers who want to learn more about a unique method for transforming their organisation to be truly customer-centric.

» Outcome

You will find out how large organisations (Aviva, Lloyds, Standard Bank Group, Topdanmark), and small ones (Fareham Council, Fiscal Engineers) have redesigned their services from the customers' perspective and achieved profound improvement for customer service, efficiency, revenue, and morale.

» Overview

What is your organisation's scope for improvement? To what extent can you: improve service, reduce costs, improve revenue and, at the same time, transform morale?

The Vanguard Method Fundamentals will enable you to answer these questions for yourself.

The Vanguard Method Fundamentals is an in-house programme, offered only by Vanguard. The programme introduces you to the Vanguard Method for service organisations, and enables you to assess the benefits that will be achieved by using these concepts. Led by a Vanguard

expert, see how the Fundamentals fit together to create a wholly different way to design and manage work – and use this knowledge to your advantage in improving performance.

Don't expect to hear us say: "Change takes time". You will be amazed at how fast the change can be – measured improvements in bottom line results in months not years, palpable improvements in morale in weeks.

SESSION 1 Fresh ideas

- How managerial thinking governs performance.
- The fundamental differences between service delivery and manufacturing.
- The weaknesses in conventional thinking about work design and management.
- Why the Vanguard Method is a better alternative.

SESSION 2 Assessing your organisation

- See why change should be based on knowledge.
- Learn about the Vanguard Method for analysing current performance as a system.
- Apply this to your own organisation.
- Study customer demand, organisational capability, waste and the causes of waste.

SESSION 3 Improving the way work works

- Pulling together findings from the previous sessions.
- Changing measures to drive better results.
- Leading and lagging indicators.
- The test of a good measure.
- Principles for the redesign of work – tactics for designing against demand.
- The steps to making successful change.

THE VANGUARD GUARANTEE

If your participants say the Vanguard Method Fundamentals workshop created no value for them, we'll waive our fee. We're 100% confident you will see the value of applying these ideas and see how much you can improve service, reduce costs and/or improve revenue.





DON'T TAKE OUR WORD FOR IT.

On our website, European managers who have faced the same challenges you are facing describe in their own words the substantial, rapid and innovative change they have achieved. Hear what they have to say www.whatisthevanguardmethod.net/workshops

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