

# CONSULTING SERVICES

Offered by Focus Performance Systems

Sometimes an outside expert is the best choice to bring objectivity and focus to an important business decision, problem, or project. Our four senior consultants have over 70 years of experience in applying the FOCUS™ methods, and are among the foremost experts in business decision processes. We will work with you to rapidly deploy the FOCUS methods to your situation and deliver effective solutions.

Our clients have credited FPS for helping them untangle complex business problems, save millions of dollars and dramatically improve decision outcomes. Our consulting engagements are typically in these areas of focus:

## PROCESS CONSULTING FOR CRITICAL BUSINESS DECISIONS

Success or failure of key business decisions is directly linked to the process used to arrive at the result. The process must help the decision team control the multitude of factors that cause difficulties:

- Complexity of the situation.
- Disagreements over how to approach the decision.
- Politics, personal biases and power plays.
- Uncertainty and risk.
- Time pressure.

Our consultants apply the proven Decision Focus® approach to untangle this complexity. Our methods and techniques ensure the right intelligence is gathered, alternatives are properly explored and potential risks mitigated.

The FPS consultant provides impartial leadership and advanced expertise. He/she helps the team organize, sort, analyze and record information and intelligence. We maintain objectivity regarding the issue at hand, help the group to work better together, stay on task and deliver a high quality result.

Our involvement may be facilitation of one or more Decision Focus meetings, or may include a more detailed analysis of the business issue or problem. Either way, our role is help you rapidly apply critical analysis and objectivity to the problem and ensure that the resulting solution will deliver the best results.

*“Your advice and guidance allowed us to obtain executive level approval of our recommended strategy this week. You were a key player on our team and we appreciate working with you.”*

*-Decision Recommendation Team Leader*

## TEAM LAUNCH, COACHING & SUPPORT

Project teams tend to fail much more frequently than we are willing to admit. The causes are numerous:

- They get off to a poor start.
- They get off to an acceptable start, but the landscape changes and they are not equipped to cope.
- They have no structure for group problem solving and decision making.
- They rely on inferior forms of communication (email, teleconferences).
- They don't achieve true buy in and willingness to be accountable to the team's purpose and goals.



We close these gaps through a structured team launch process and on-going project support.

**Team Launch.** This is a dedicated work session that focuses on:

- Alignment of the team's purpose, goals, and member roles.
- Full and complete understanding of project definition, scope and timing.
- Creation of an issues and decisions landscape and roadmap.
- Creating alignment on team work structure and practices.
- Generating optimism and a spirit of positive expectations for the team.

We work with the project leader and executive sponsor to determine priorities for the work session, and design the workshop to deliver these solutions in a structured, results focused format.

**Project Coaching & Support.** Our consultants strengthen your project teams with tools to streamline decisions, resolve problems and delays, and protect the project from unforeseen disasters. There are three levels of project support:

*Embedded support.* In this mode, the FOCUS consultant is a member of the team. He/she participates in team meetings and provides direction in issue analysis, decision analysis, risk mitigation and other critical “team thinking” initiatives. The FOCUS consultant also serves as a coach to the Team Leader as needed.

*Decision Compression.* In this mode, the FOCUS consultant leads the decision process for an important related decision. This is typically a short term assignment; the length of involvement is limited to the specific decision or risk mitigation process.

*Review and Feedback.* In this mode, our role is to provide expert review and feedback of completed decision recommendations, situation analysis reports, or other team work output. This is typically performed offsite, with meetings and interactions done in teleconference / web meeting format. We ensure that conclusions are based on sound facts and assumptions, and that the analysis is complete and correct.

Contact us at 952-595-8000 or [info@focustools.com](mailto:info@focustools.com) to speak with a Senior Consultant about your situation and needs.