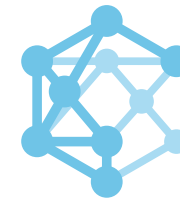


Assured
Outcome
Delivery

Starting Smarter Guide Intro



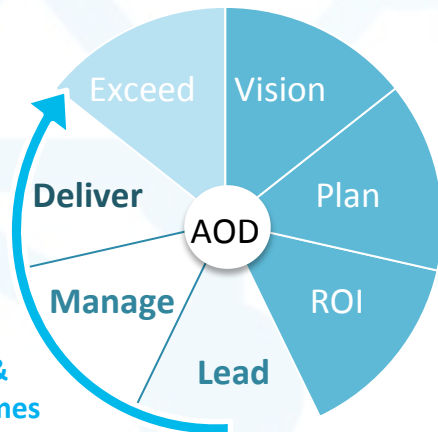
Sharing the tools our team use successfully to enhance Clients' benefits realisation capabilities.....Innovating in Preparing Better & Leading Brilliantly, then learning from experience and combining great ideas to maximize the chances of delivery success before we start significant project expenditure.



Assured
Outcome
Delivery

Implementing Smarter....

.....with AOD's Starting Smarter Guide - Learning from years of experience, and committing to do change projects differently



2. Deliver Projects & Programmes Smarter

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Starting Smarter

Many of the innovations in the Assured Outcome Delivery (AOD) approach reside within our Prepare Better and Lead Brilliantly stage. And the final part of better preparation is committing to start effectively – learning from past experience and mistakes, and resolving not to repeat them.

AOD's Starting Smarter guide was developed to help teams avoid some of the mistakes we've seen others make in the belief that Prince2, MSP and APM Practitioners know all the control steps needed to deliver project and programme change successfully.

Preparing Better with AOD started with developing an inspiring vision for change by defining desired outcomes as Show-Me Events. So we know exactly what has to be delivered by whom and when and where!. Cashpoints, Value Case and Business Case compiled rigorously define the investment case and Right to Left planning are the AOD way of defining the shortest achievable delivery programme. The final parts of preparing better is making sure we have the right team for the delivery job – and that we have worked to develop them into an effective team by learning from the collective experience and ensuring we are agreed on our objectives and the way they will be delivered.



Leading the Way

The essence of Leading the Way steps in AOD is to establish consistent support and delivery methods that focus on empowering staff to deliver outcomes that have been “signed off” as business priorities by an Organisation’s senior management team.

We recommend an AOD governance approach that complements and strengthens industry standards like Prince 2, MSP and PMBoK, and is one which we have always found complements the existing management approach within client organisations.

Leading the Way part of AOD capitalizes on the groundwork done in Prepare Better and Lead Brilliantly with techniques that directly address the hardest problems faced by people in delivering change. It gives techniques and processes to help with delegation, commitment, control feed-back loops, problem break-through and resistance to change, and recognition and sustainment of achievement. Starting Smarter is our approach to preparing and building the right team to achieve success from day 1.



Starting Smarter Tools

AOD recommends maximising the chances of success before we start significant project expenditure (post business case authorisation) through the use of a number of tools:

- **Building** the right team.
 - Belbin Analyser
 - Bandwidth Analyser
 - High Performance Team Coaching
- **Developing** their skills.
 - AOD skills training / AOD Casts / AOD Insights
 - Effective team working : Building Communication Skills with AOD Style Analyser & MBTI Analyser
- Establishing **role clarity**.
 - RACI definition, including contracting for senior authority for blockage removal
 - Performance Contracts : Rewards & Consequences
- Joint **Learning**.
 - Lessons Learned review & Shared Learning Commitment
 - Using Kotter Analyser and DICE score reviews to focus discussion
- Understanding **Relationships and Influence**.
 - Stakeholder Management Analysis
- Effective **Governance processes**.
 - AOD Kick Off Agenda & Project Charter development
 - Outcome focussed reporting and benefits control processes
 - EZ PMO tools for planning, project management and reporting



Building Team Skills

As part of the ODN commitment to ‘work ourselves out of assignments by design’ after helping develop further the Client team capabilities in delivering change successfully, ODN Members share our experience in using development of a number of industry standard change tools – see AOD Tool 2.4 for more detail – by assessing the benefits of using a number of “our” toolkit elements:

- 2.4.1 Kubler Ross Change Curve
- 2.4.2 The Emotional Cycle of Change
- 2.4.3 Change Readiness Assessment
- 2.4.4 Change Analyser (based on Kotter)
- 2.4.5 Stakeholder Management Needs and Wants Analysis
- 2.4.6 AOD Change Equation
- 2.4.7 AOD Comms Style Analyser
- 2.4.8 Rich Picture for SMEs
- 2.4.9 AOD Transformation Map



