



stellar
leadership group

Better leaders delivering better outcomes

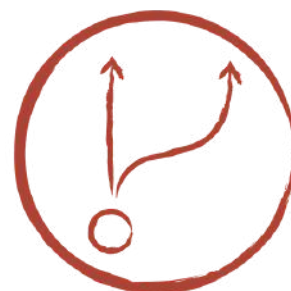
**Delivering
Outcomes**

www.stellarleadershipgroup.com

Delivering Outcomes

WHAT DO WE MEAN?

When we support organisation to get things done we refer to this as “Delivering Outcomes”. Often this is when something hasn’t been delivered, or finished, or a project is stalling, or someone or some part of the organisation can’t quite get something over the line.



Our role is to quickly assess where you are, and where you want to be and help you get there. This can take many forms and can cover many subject matter areas. There are around four main areas where we provide the support and challenge necessary to either deliver the outcome or help the organisation close down the project, which can sometimes be harder than delivering it in the first place. Over the next few pages, we will provide you with some examples of where we have used our skills in Delivering Outcomes to support organisations. Below we give you an overview of how we approach the issues we face when working with organisation to help them with Delivering Outcomes.

The most common types of outcomes we are asked to support the delivery of are financial balance or cost improvements that aren’t delivering, and change management programs that aren’t working. We might have to go back to basics, reset expectations, and look at the WHY of your project. We might need to re-plan, re-scope, and take measures to guarantee that the intended outcomes can be reached successfully. In reality, keeping going with something that is never going to work, is worse than never starting at all, sometimes we might just need to tell you to stop, cancel or fail!

CO-CREATING YOUR SUCCESS

For the most part, we find ourselves collaborating with boards and senior teams to navigate the evolving landscape, ensuring strategic objectives are not just met, but responsibly achieved. Our offerings span the whole lifecycle of the organisation. Over the next few pages, we provide you with some examples and case studies that help describe what we mean by **Delivering Outcomes**.

“There are no secrets to success. It is the result of preparation, hard work, and learning from failure.”

Colin Powell

EXAMPLES OF US DELIVERING OUTCOMES?

The following two pages outline the four main areas. This list is not exhaustive, so if you encounter recurring issues that persist despite your attempts to resolve them, feel free to reach out to us. We are here to provide assistance in ensuring lasting changes.

Financial Turnaround

Numerous organisations, especially those in the public sector, face the continual challenge of enhancing efficiency and effectiveness. They are often tasked with achieving in-year savings well beyond simple cost-cutting measures.

We collaborate with senior teams to redefine their leadership approach and establish a strategy for immediate and long-term efficiencies. Together, we develop a plan tailored to the organisation, aligning its name, communication, and engagement with the current context and culture. It's crucial that everyone supports the necessary changes and that the Executive Team leads the transformation.

Our role involves more than just taking action; while some of that is necessary, we primarily mentor, support, and encourage the Executive Team to spearhead the required changes. This involves establishing a new rhythm within the organisation that matches the level of change needed, based on the severity of existing challenges.

It's vital to address all three key aspects of the strategy:

- **Solid Foundations** - Leadership, Communications, Engagement, Strategy & Structure
- **Quick Returns** - Easier to implement cost savings and income generation.
- **Sustainable Change** - New, joined-up approaches to wicked, system-level issues.

Strategic Planning

This involves defining vision, mission, and goals, as well as developing strategies to achieve them. It usually also involves building some skills internally so that the work can be sustained in the long term.

Often we will work with Board and/or Executive Teams and we might also pair this work with Coaching Teams - as with any of the work we do, relationship health is the key to organisational success.

Change Management

Numerous organisational change initiatives occur, but many fall short of expectations.

It's not always due to technical issues or delays in construction; rather, it often stems from insufficient involvement of the end users. Involving people early and effectively in the process is crucial for success.

We evaluate your change management strategy and collaborate with you to enhance consultation, engagement, and adoption among your organisation's members. Prioritising these aspects will yield long-term benefits and improve the outcomes we help you achieve.

Culture, Values, and Behaviours

Organisations often attempt to shift their culture, establish new values, or define expected behaviours. While these efforts are valuable, they must be accompanied by supportive actions. This includes leaders leading by example and fostering a culture where exceptional behaviours are acknowledged and inadequate behaviours are addressed.

Simply having values and behavioural guidelines is ineffective unless there is a concerted effort to integrate them into the organisational ethos. We advocate for the necessary dialogues to entrench these behaviours, and we assist and encourage leaders to exemplify and drive change in this aspect.

Project Delivery

Among the common scenarios mentioned above, we have encountered a diverse range of requests over the years to work on "stuck" projects.

Typically, these situations revolve around engagement, involvement, participation, and/or relationships that require attention within the system.

Encouraging open discussions about the obstacles hindering progress, known as "the undiscussables" really helps and creates a safe space to address previously unspoken issues which in turn significantly aids teams and organisations to get on with **"Delivering Outcomes"**.

THREE PILLAR APPROACH

Our approach involves focusing on three key pillars: establishing strong foundations, achieving quick returns, and ensuring sustainable change. These pillars will be worked on simultaneously to support you effectively.

Strong Foundations

Strong foundations ensure that any initiative is built on a solid base, capable of withstanding future challenges and growth. This is achieved through the following;

- **Mission and Strategy** – making sure the current approach is embedded.
- **Developing Leadership** – making sure leaders have the skill and will to deliver this change, especially.
- **Organisational Culture** – making sure this has a focus and the “drum beat” changes.
- **Behaviours and expectations** – making this everyone’s business.

Quick Returns

Quick returns focus on delivering immediate, tangible benefits, boosting morale, and demonstrating the value of the approach swiftly. this is achieved through the following;

- **Governance** – plugging this work into new and existing reporting and creating pace.
- **Heath Check** – dealing with any deficits, gaps, and successes to get a real handle on the current state, which will enable a plan of immediate actions to be created.
- **Change Readiness of leaders** – who is “up for it” and who needs support and challenge?
- **Delivering quick wins** – communicating any successes or immediate changes.

Sustainable Change

Sustainable change, on the other hand, emphasises long-term impact, creating practices and systems that endure and evolve. Supporting the implementation of **quality improvement, innovation, and sustainable methods** for the ongoing development of the organisation.

Together, these pillars form a comprehensive strategy. They balance the necessity of immediate results with the importance of long-term vision, ensuring that progress is both noticeable and lasting. This allows organisations to navigate the complexities of change with confidence, and resilience.

Our Specialisms

COACHING TEAMS

Using the STELLAR MODEL® to diagnose the health and maturity of your team. From that baseline, you'll test new ways of working, tools, and techniques you can implement straight away to improve your processes and relationships. Our aim is for you to notice, name, and act on our interventions to improve. We run workshops, away days, retreats, supporting strategic thinking and accountable implementation underpinned by productive team relationships.

You kept us accountable, helped us to connect and gave us a pathway forward and a way to navigate. It was the first time the team actually stopped and listened to each other.



COACHING LEADERS

Coaching individual leaders face to face, over the phone, or on any virtual platform. We have several highly qualified and experienced coaches and coach supervisors, and we also use our experience to mentor leaders through change and turbulence.

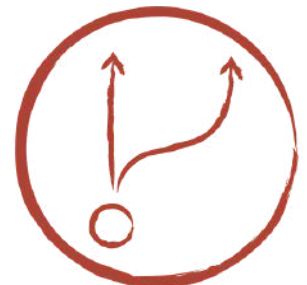
I really enjoyed the sessions and went home exhausted and challenged after each one. It's been very thought provoking and has created some space for me to reflect on what is important to me, what I'm aligned to and where I'm really looking to be.



DELIVERING OUTCOMES

We support boards and senior teams to plan for the future, enabling accountable delivery of strategic goals. We run strategic planning workshops, and support organisations to design and implement delivery goals by enabling delegation, expectation setting, and accountability across the organisation.

"When renewing our 5-year plan, Stellar Leadership Group were critical in not limiting our thinking to historical practice."



DEVELOPING LEADERS

We run a range of leadership programs and stand-alone master classes in leadership topics for all levels in organisations. We have a specific program of events for female leaders under our FLAG program (Female Leadership & Growth).

Huge thanks to you for helping us mature as an organisation with a designed leadership development program, it has been an excellent development initiative and we will see the benefits in the future.



RESOLVING CONFLICT

We have lots of experience in helping co-workers resolve conflict. Whether it is interpersonal, professional or issues-based problems, our simple and effective method, based on well-evidenced and researched theories has a very high sustainable success rate.

"The team come in and help you talk, and really listen to each other, then find ways to communicate well as professionals."



Why work with us?

We are a bit different. We help you see the problems and the solutions AND we get stuff done and make sure it works before we leave. We understand that you know what needs to be done, we help you get it done, and share our skills.

We want you to be able to sustain what we put in place, and we put effort into transfer skills as we work, making your investment sustainable for the future.

[Click HERE to find out more about our work and our future events and publications](#)



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