



customer Diagnostics

The Achievement Process

A practical performance
improvement process - underpinned
by personal preferences for
“Getting things Done”





Does this sound **familiar?**

- Are you feeling frustrated because your strategic, tactical and operational plans aren't being executed fully or timeously?
- Are your teams putting in the effort but not delivering the required results?
- Do team members who advocate caution and care find it hard to be heard?
- Do you wish you could enhance the alignment, cohesion and effectiveness of your teams?

You are not alone.

The **challenge?**

Many leaders have great strategies but stumble when it comes to translating strategy into action through effective teamwork. In today's competitive landscape, the cost of misalignment and ineffective execution is just too high. To win in the marketplace, businesses need to learn new and better ways to align their teams and sustainably **"Get things Done"**.

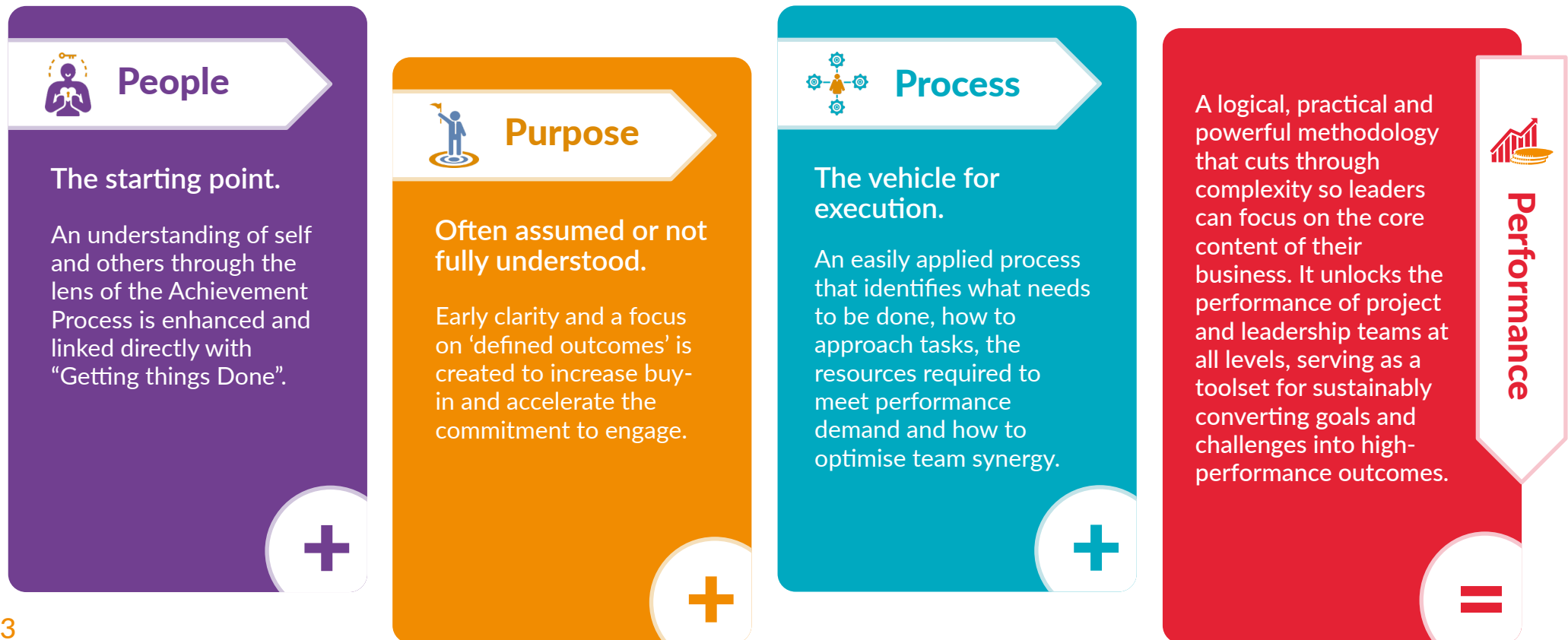




Why the Achievement Process?

It creates a common language for “getting things done”.

Empowering teams to execute their plans in less time, with better results and greater buy-in, cohesion and alignment. At its core, the Achievement Process (AP) addresses some critical success factors influencing performance: people, purpose and process.



Learning Outcomes

Individuals and teams gain insights into themselves and each other, enabling them to:

- Understand, value and appreciate different work preferences and approaches
- Build confidence and competence in using a common language for “getting things done”
- Communicate and work effectively under pressure
- Understand their own and others' communication preferences
- Witness better outcomes, boosting commitment and lasting change
- Gain a practical tool-set, skill-set and mind-set to improve performance
- Recognise and moderate their preferences and behaviours for better teamwork
- Identify and bridge performance gaps
- Address and resolve real business challenges.



THE ACHIEVEMENT PROCESS

Benefits

- Enables effective strategic, tactical and operational execution
- Uses a common language that is independent of status and authority
- Instils new, immediately applicable skills
- Provides a vocabulary to enable more effective communication
- Leads to the achievement of desired results... on time, on budget and at the right quality
- Offers a logical, disciplined and practical approach to “getting things done”
- Clarifies individual roles and values individual contributions
- Reduces conflict and blame, increasing team cohesion, planning and engagement
- Guides the successful management of change
- Delivers outcomes that yield a substantial return on investment (ROI).





THE ACHIEVEMENT PROCESS

How it works



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People

- A common platform to “get things done”
- A neutral, non-hierarchical way of bringing people together
- Focuses on process, not personality
- Transparent skill-set that applies equally to work and life

Purpose

- Directly applied to client needs
- No right or wrong approaches
- Free from bias
- Values diversity and differences
- Sets responsibilities and accountabilities to assist with establishing healthy boundaries

Process

- A core process, in 5 logical stages and 15 practical steps
- Each of equal importance
- Logical, sequential, continuous
- Combines thinking and action



Performance



Features & Applications



Tailored Approach:

Each intervention is customised to address the specific business challenges facing your organisation - often linked to strategic imperatives.



Unique Combination

Combines preference-based personal and team profiling with a practical process for decision-making and problem-solving.



Individual Coaching

Participants receive personalised feedback on their profiles, giving them insight into their work preferences and areas for self-development with practical guidance.



Team Profile

Teams understand their colleague's preferences and identify potential conflicts, areas of misunderstanding and gaps that inhibit team performance.



Focused on real business issues:

Dedicated time to deal with strategic and performance issues while building confidence and competence in using the Achievement Process to resolve challenges.



Powerful learning methodology

An interactive, learner-centric approach that draws on neuroscience principles and is grounded in an appreciative and preference-based philosophy.



Actionable outcomes

Real-time documentation of the sessions provides a summary of practical outcomes and agreed-upon actions that can be implemented immediately. Feedback and tools are provided to facilitate the application of learning.



The Impact

Measurable, Quantifiable and Profitable

The benefits of implementing strategic, tactical and operational plans through the Achievement Process are clear. Companies have tracked significant improvements, from executing their strategies and achieving unprecedented results to realising substantial savings and boosting profits. Investing in the AP brings about a tangible ROI, proving its value in measurable terms.



Michael Aldworth
CEO, FES Africa



I'm sorry we didn't discover Customer Diagnostics sooner; we could have been on a different trajectory. Their work was superb, and everyone gained significant value. Alan has a unique ability to blend different personalities, creating an engaging environment where nobody gets bored or disengaged. The process was slick from start to finish, with immediate feedback keeping us in the moment. Everything was aligned and worked 100% and I can confidently say we are now on a trajectory enriched by the Achievement Process. In a global business environment, we need every tool available to remain competitive as a business and through the Achievement Process, we have taken a big step forward in the "how" to achieving our strategic goals.



Johannes Botha
Services Manager, Sakura



Our leadership teams use the Achievement Process every day. It has improved how we solve problems, structure our thoughts and make decisions. We've also implemented it in our Management of Change System and Incident Investigation System to mitigate risks and prevent incident recurrence. The common language of the Achievement Process has led to more effective communication and cross-functional collaboration, resulting in getting more done in less time. The support from Customer Diagnostics has been vital in fostering widespread adoption and commitment to the process across all levels. It's easily understood and has become integral to our KPIs and project management, ensuring that we meet our targets effectively.



Clients benefiting from the Achievement Process

Underpinning all our services, we are the sole license holder of the Achievement Process worldwide.



THE ACHIEVEMENT PROCESS

Why partner with us?





It always seems impossible until it's done

Nelson Mandela





customer diagnostics

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