



Magus Networker

Building great organisations in a sea of change



Resolving Complex Organisational Problems

We don't know the solutions to your problems, but we believe you do

External consultants, with their 'one-size-fits-all' solutions, can't possibly understand the unique complexities and subtleties of your organisation. So our approach is totally different.

What we do

We help you resolve complex, systemic problems by harnessing your **own** collective intelligence, wisdom and resources. We help you tackle challenging organisational issues, that have complex, multiple unknown causes and effects, even those that the 'experts' might have repeatedly failed to solve.

How we are different

We are not typical consultants. We do not come in, talk to your people, and then write a report detailing what you need to do to solve the problem.

We are not accountants, auditors or spreadsheet whiz kids! We engage with people and their working relationships, and tap into the collective know-how of the people operating the system. We find out, from the people who know, all about the hidden issues limiting their ability to perform.

We do not pretend that we have the answers to your problem. We have not worked in your organisation, and cannot possibly know how to solve your problems. You have probably already discovered that most experts can only tell you stuff you already know.

We are very comfortable with admitting that we do not know the answers to your problems - because we know the truth is that the only people who have the answers to your problems are the people with the experience of them. We do roll up our sleeves and get down among the weeds, but only so that we can help your people own and resolve your performance problems.

How we do this

We create a structured space and time for your people to analyse problems and causes, and then focus action on the priorities.

Three things we always do:

1. We focus on the key factor that will provide a successful outcome - your people. We ask very powerful questions that enable us to collect meaningful data. The information developed describes working **relationships** around critical issues relating to the organisation's key challenges.



2. We create a safe environment for the people who provided the information to process, analyse and interpret it. We use state of the art technology to present the data in a very visual and compelling way. This enables issues to be identified with great clarity; shifts people's negative behaviours; and stimulates self-generated action.



3. Our unique facilitation process enables your people to interpret the data for themselves and discover the real causes and root causes of the problem. They decide the best course of action they can take themselves to tackle immediate causes, and highlight management action needed to tackle root causes. We provide direction through skilled facilitation, but we do not tell people what to do, or interpret the data for them. This means that your people take accountability for resolving the problems, through the design and implementation of their action plan.

How this works

Ours is not a generic approach. The whole process is custom-configured, from front-end discovery and design to final action planning. This ensures that the action taken and the solutions implemented by your people are always informed by the uniqueness of your problem.

Our process accesses the untapped collective intelligence and latent energy that exists in all organisations. This improves the situation quickly and creates learning, and new ways of working that are grounded in the realities of your organisation.



The interpretation of the data and the creation and implementation of the action plan is done by the people who own the problem. This means that your people will be engaged and be the driving force of the change process, instead of a potential source of resistance.

Our process is designed to cross functional boundaries and is particularly powerful where 'hidden silos' are in operation, with all the downsides they bring in their wake. This significantly increases the probability of a successful outcome, even where other attempted solutions have failed, and where the situation appears to be almost impossible to resolve.

Who we are

We are a highly skilled team of facilitators with many years experience in helping organisations successfully resolve complex organisational problems including:

- ◆ 17 UK Police Forces
- ◆ 3 NHS Trusts
- ◆ British Army (DTMX)
- ◆ Many private sector companies e.g. BP, Shell, Mazda, IDV, Anglo Gold, Cadbury (South Africa), UBS, Rank Xerox, RAI (Italy), Citibank, ENEL (Italy), General Motors, General Accident

To explore how we could help you tackle your problems and improve performance, please contact Denis Bourne via our web site – <http://www.magus-toolbox.com> - or by email at denisb@magus-toolbox.com