

# Frequently Asked Questions (FAQs)

## 1. What services do you offer?

We specialise in two main areas:

- **Managerial Leadership Development:** This includes assessments that evaluate leadership effectiveness, core values, and the use of accountability and authority within your organisation.
- **Core Values and Organisational Structure Assessment:** This helps determine the optimal number of managerial layers (or strata) for your organisation, using principles of Requisite Organisation, to best implement your strategy.

## 2. What is included in my service package?

Our packages include assessments, detailed reports, and actionable insights to help your organisation align leadership practices with its strategic goals. Customisation is available to address specific needs, ensuring our recommendations are tailored to your unique context.

## 3. How does the process work once we start?

After confirming our agreement, we'll work closely with you to understand your organisation's unique structure and needs. We'll provide assessments, conduct necessary analyses, and then present findings in a way that's actionable and accessible. You'll have full support throughout the process.

## 4. Can I make changes to the scope of the service?

Absolutely. If you need to adjust the scope, we'll discuss the impact on timelines and fees. Flexibility is key, and we're happy to accommodate your changing needs wherever possible.

## 5. How do payments work?

Once we agree on the services and costs, we'll outline a payment schedule. We accept several payment methods, including credit card. Note that completed services are non-refundable, so we'll ensure you're fully comfortable with the project scope and fees before starting.

## 6. What happens if I need to reschedule a session?

We understand that schedules change. You can reschedule services within specified limits. If you need to make adjustments, simply contact us, and we'll do our best to accommodate your new timing.

## 7. What support can I expect during and after the service?

During the project, we provide comprehensive support, guiding you through every step of the assessment and implementation process. Post-completion, you'll have access to a follow-up consultation to answer any remaining questions or offer additional insights.

## 8. Are my organisation's data and information secure?

Yes, your privacy is a priority. We adhere to GDPR compliance, ensuring data protection and confidentiality for all client information. Only authorised personnel will handle your data, and all materials are securely stored.

## 9. What if I have concerns or issues with the service?

Your satisfaction is important to us. If you encounter any issues or have concerns, reach out to us directly. We aim to address any questions promptly and are committed to ensuring a positive experience from start to finish.

## 10. What is your cancellation policy?

If you need to cancel, please review our cancellation policy in your agreement for applicable fees. We try to be flexible and fair, understanding that circumstances sometimes change.

## 11. Who owns the intellectual property created during the project?

All intellectual property created for your organisation will be clearly outlined. Pre-existing and newly created IP are protected, and you'll have the rights as specified in our agreement.

## 12. What if unexpected events impact our agreement?

In case of events beyond our control (e.g., natural disasters, pandemics), our Force Majeure clause ensures that we'll work together to find solutions, prioritising transparency and collaboration to minimise disruptions.

## 13. Can we analyse specific teams or departments separately?

Yes, you can! While our standard assessment provides an overview of your organisation's culture, analysing specific teams, departments, or managerial levels separately can offer deeper insights into how subcultures impact your overall organisational effectiveness.

This approach is especially valuable for:

- Larger organisations with complex structures.
- Teams or departments facing unique challenges.
- Organisations wanting to target specific areas for improvement.

By focusing on smaller units, you can identify and address cultural dynamics with greater precision, ensuring interventions are both effective and efficient.

If you're interested in exploring this option, we can tailor the assessment process to meet your organisation's needs. Please note that splitting the analysis into multiple areas may involve additional costs, which we'll discuss transparently to ensure you get the best value.