

Imagine provides exceptional business consulting services to help our clients implement organizational change turning **IMAGINATION** into **ACTION**. We're proud of our track record of helping our clients pursue positive and lasting organizational change by 'hardcoding' organizational effectiveness through organizational restructuring, process redesign and introducing performance measures.

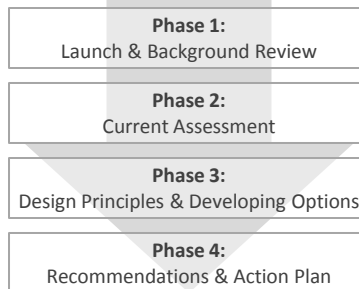
Initially a software development term, Imagine has adopted the term 'hardcode' to describe our process for embedding excellence into the 'source code' or foundation of an organization. Our consulting style and organizational design methodology have been built upon the following critical success factors that we believe are required to effectively 'hardcode' positive change:

- 🔗 **Aggressively Listen.** Actively seek out the real issues by involving the right people at all levels in the organization and asking the right questions. Develop a trust relationship by providing a safe environment respecting individual confidentiality.
- 🔗 **Discover Root Causes.** Investigating symptoms of negative organizational culture will yield the true root causes. Categorize these root causes issues and prioritize.
- 🔗 **Establish a Strategic Vision.** Identifying an organization's strategic purpose and establishing a series of strategic objectives provides the direction and parameters for lasting, positive change.
- 🔗 **Hardcode Change.** After root causes have been identified and a strategic vision documented, develop an action plan to hardcode change. If the process is broken, redesign it. If roles are not clear, develop new job descriptions. If individuals are not producing the right results, develop accountable performance measures. At the point pain, make the change.

### Sharpen Your Edge™ Methodology:

At Imagine we do not believe in canned approaches to our projects. We recognize that every project is unique and requires a tailored approach. However, based on our experience with organizational review projects, we have developed a highly collaborative approach that includes the four phases. Also, our 'no surprises' approach is assured by a phase-ending management checkpoints and deliverables.

Our Sharpen Your Edge™ approach is highly customizable and can be adapted to suit your priorities, budget and timeframe.



### Results:

- ☑ Alignment of organizational capacity & resources to strategic priorities, legislated requirements and customer/citizen needs.
- ☑ Clear accountability for functional outcomes/results.
- ☑ Balanced span of authority and workloads.
- ☑ Clarity in reporting and decision-making authority.
- ☑ Effective leadership development and succession planning.

Imagine provides professional consulting, advisory, and coaching services to help organizations and individuals turn **IMAGINATION** into **ACTION**. We have extensive experience providing a wide variety of services to small and large private and public sector organizations. Our consulting approach is a powerful blend of pragmatic creativity and proven methodologies - without the typical consulting attitude! In addition to leadership and team development services, we also provide:

- Customizable, innovative leadership development program (Taking a Leap™) that combines group training with one-on-one coaching to equip your team to become leaders who thrive in a changing environment.
- Life coaching services (KickStart™) to help individuals reach their potential through effective goal setting and accountability.

For more information about this service or our other service lines, or to find out more about Imagine, please contact us ...

Sharpen  
your  
**Edge**  
Organizational Effectiveness

#### INDUSTRY

Imagine has played an integral role as a facilitator to the change management process for a number of Avande Canada's strategic processes, involving numerous, often conflicting stakeholders. Through this change process, Imagine has helped Avande Canada realize significant increase value in our processes and turn this improved efficiency into increased results and value for our customers. **Country Finance Manager, Avande Canada Inc.**

#### GOVERNMENT

Imagine added credibility, thoughtfulness and professional rigour to our project. Their approach added calm to a potentially tumultuous situation and I know that everyone involved would give them high marks. **General Manager, City of Waterloo Community, Culture & Recreation Services**

Imagine provided excellent professional advice, service and value while assisting our Department transition to the next level of organizational excellence. **Commissioner, City of Oshawa Community Services Department**

#### NOT-FOR-PROFIT

We are thrilled to have Imagine as one of our corporate partners! Imagine helped us to reconfigure our organizational structure and develop effective business processes to enable us to pursue our vision of empowering Canadian students to positively change our world. **CEO, Absolute Leadership Development Inc**