



# Partnering Resources Solutions

## Grow Adaptable, Customer-Responsive Organizations

Organizational leaders choose responsiveness as one of their highest priorities, according to the Working Council for the CIO. It's no wonder: market and operational environments shift so rapidly that business partners often change requirements, priorities, and goals. To keep up, organizations need to be adaptable, agile, and flexible while providing service excellence and operational efficiency. Here's how Partnering Resources can help:

When The Challenge Is...	Our Approach...	Your Outcomes...
<p><b>Difficulty responding quickly to customer, market, or product changes due to:</b></p> <p>Lack of current, relevant data about customer needs, market changes, or employee challenges</p> <p>Overwhelming amount of information and change, or number of priorities</p> <p>Lack of contingency plans</p> <p>Old thinking getting in the way of innovative solutions</p> <p>Different perceptions about what the problem is and how to solve it</p>	<p><b>Information Flow &amp; Feedback Systems:</b> Provides a consistent flow of good data about mission-critical success factors, such as employee performance, customer satisfaction, and market changes.</p>	<ul style="list-style-type: none"> <li>• Better information about mission-critical trends</li> <li>• Faster response time to change</li> <li>• Increased ability to identify critical shifts in the customer, market, or product environment</li> <li>• Reduced frustration with client and market shifts</li> <li>• Improved knowledge sharing</li> <li>• Increased innovation</li> <li>• Reduced rework</li> <li>• Accelerated problem solving</li> </ul>
	<p><b>Scenario Planning:</b> Provides leaders and organizations the opportunity to develop deep market and client understanding, anticipate change, and build responsiveness.</p>	
	<p><b>Learning &amp; Innovation:</b> Creates systems for supporting information sharing, learning, and innovation within organizations and with partners.</p>	
	<p><b>Complexity Management:</b> Builds leadership capability to manage complex organizations by using tools from the new sciences to find new ways to manage recurring problems.</p>	

### What Our Clients Say

"Partnering Resources designed an innovative program that allowed us to mine employee perspectives, opinions, and issues for the benefit of the organization. Maya created a process that made it safe for employees to identify and discuss important and sensitive issues. She then facilitated discussions between employees and our organization's leaders. The conversations were positive and gave me the opportunity to reinforce messages, correct misunderstandings, and understanding to concerns. The program has been a great success." – CIO, financial services organization

### For an Free, Instant Online Organization Assessment

Visit [www.partneringresources.com/assessment.html](http://www.partneringresources.com/assessment.html)

### More Information

Call 617.792.9740, email [mayatownsend@partneringresources.com](mailto:mayatownsend@partneringresources.com), or check [www.partneringresources.com](http://www.partneringresources.com).