



CONSULTING PROPOSAL

A PROPOSAL TO:
YOUR NAME HERE!
AUGUST 1, 2020



Submitted by:
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Introduction

Nsight Partners would be honored to consult with **YOUR NAME HERE!** regarding organizational effectiveness. Leah Braun, Senior Partner with Nsight Partners, would serve as your consultant and facilitator. The main intent of the process is to determine the business's current level of effectiveness, specifically the team and culture, and to look for opportunities to improve and grow.

Phase I – Pulse Survey

Estimated Time: 6-8 hours

The purpose of a pulse survey is to gather input from team-members in order to understand the business's strengths as well as the pain points. The advantage of doing on-one-on interviews with team-members is to get candid, thoughtful responses that are quantifiable. An online survey is an option too. Results will be compiled in a summary and shared with the designee.

Sample Questions:

Culture (all subsequent questions point to culture also)

1. I would refer someone to work here
2. I feel valued at work

Staff Development

1. We place a high value on staff training and development
2. We track and/or measure outcomes of training/development

Leadership

1. The leadership team has a clear vision
2. Our vision is known to all

Performance Improvement

1. We regularly measure our business's performance
2. We make changes based on our performance

Customer Service

1. Our customers' needs are known and defined
2. We have well-established customer service processes

Change

1. Staff embraces changes
2. Changes are well planned and communicated

Communication

1. We communicate regularly and in a timely manner with one another
2. Management welcomes input/ideas from employees

Employee Engagement

1. Employees know what is expected of them
2. Employees have all the tools they need to do their jobs

Planning

1. Our business has a strategic plan (or the equivalent)
2. Our plans are updated each year

Employee Relations

1. We have a formal orientation program
2. We recognize employees on a regular basis

Phase II – External Review

Estimated Time: 2-4 hours

The intent of this phase is to pair the results from the pulse survey with the external customer service/stakeholder experience. This phase involves reviewing customer feedback, exit interviews and other appropriate data.

Phase III - Leadership Meeting or Retreat

Estimated Time: 4-8 hours

The objective of phase III is to share the results of options I and II with the leadership team and create action plans around aspects of the business that can be improved. The suggested format is a leadership team meeting or half/full-day retreat.

Phase IV – Full Team Implementation

Estimated Time: TBD

In phase IV, the goal is to implement the action plans created in phase III. Potential ideas include team training or individual coaching. The training topics are identified in previous phases.

Fees & Terms

Each phase can be purchased separately and there's no obligation to purchase all four. Contact us for pricing.

We invoice at the end of each month. Other arrangements are available...just ask. Checks may be made out to Nsight Partners and mailed to Leah Braun, 3409 West Main Street Ste. 4, Rapid City, SD 57702. Credit cards are also accepted (add a 3% processing fee).