



HEIGHT LESSONS LEARNTM

Do you need to improve results?

Was your customer left disappointed and frustrated?

Are you needing to achieve cultural change?

WHO IS THE WORKSHOP FOR?

The workshop is designed for any business or team that needs to change the way it works. We recommend all relevant staff participate to ensure we can cover off all the issues, to a maximum of about 15 participants. By analysing recent projects or parts of the business where there have been problems, your team members will be able to focus on what needs to change, and achieving consensus.

We have also run Lessons Learnt Reviews for organisations and their suppliers to help resolve contracting issues.

Blame and defensiveness often appear when reviewing 'what went wrong'. Our facilitators are adept at ensuring analysis is objective and not focused on personalities, and creating a safe environment for everyone to have their say while moving the workshop to productive outcomes.

Lessons LearntTM uses a structured approach that's designed for projects across a range of industry sectors and types of organisation. It's ideal if you've recently lost a major sales opportunity, your procurement process hasn't delivered the outcomes you were looking for, or you're wanting to achieve a cultural shift and joint buy-in for change.

THE WORKSHOP

1. Project overview and introduction

- Project scope and overview: the project lifecycle.
- Initial brainstorm: what went well, what went badly?
- Review of customer and stakeholder feedback.
- Prioritise key themes and issues.

2. Root cause and analysis

- Review each key issue in depth: understanding the core problem.
- Lessons learnt: what can we do differently next time?
- Generate action list for improvement.

3. Report and review

- Deliver report with key issues, action list and roles and responsibilities.
- Hold follow-up meeting – review action list.

OUTCOMES

- Generate robust action and improvement plans for your business.
- Support development of business strategy and processes.
- Talk through issues and frustrations in a neutral, facilitated forum.
- Develop empathy and collaboration between stakeholders.

WHY HEIGHT?

We help our clients get the best out of their businesses by refining their value and strategy - so they sell, buy, and plan for the future better. We are experienced working for major public and private sector clients across the construction, infrastructure and defense sectors.

OUR CONSULTANTS

Our team have a strong engineering skillset with experience in developing solutions across construction and infrastructure projects. We employ people who have run projects and worked in project teams of significant revenue and build size. Our backgrounds include engineering, project management, business development, writing, communications and design.

Australasia's leading
technical tendering
and procurement
consultancy





HEIGHT

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BD TOOLKIT

Height's workshops include:

-  TENDERING 101
-  PITCH BUILDER™
-  LESSONS LEARNT
-  BD COACH™
-  PRICING SMART™
-  BD HEALTH CHECK™
-  INNOVATION ACCELERATOR™
-  METHODOLOGY ACCERATOR™
-  SUPER SUBBIE™