

Strategy Session

For

Agency

Administrators

- Have you ever had the urge to put on some programming that truly says the things you wished you could say? A message to your client that “hits the nail right on the head”?
- Does your staff not seem to be on the same page with how to approach your clients? Is there a confusion between “tough love” or “coddling” and which helps clients the most?

Then it is time to create an action plan that removes uncertainty, removes confusion, and gives you very clear action steps that you can begin within hours of learning them.

“Think of everything in this world, and your life that has gone well. Notice that “Direct and Relevant Action” was the direct cause of all of it.”

Tom Barthel

See next page for overview:

In our focused time together we will take on:

1. Observing the “big picture” of your problem:

- a. What is the official mandate and objective of your agency?
- b. When “push comes to shove” and “common sense prevails” what has been the **true purpose of your agency?**
- c. How close are you to really “delivering your true purpose” to your clients?
- d. What is the true level of communication between you, your staff, and your clients?

2. Where your agency is at right now:

- a. What is the level of clarity amongst your staff of how to approach your clients?
- b. What kind of programming do you have right now that directly tackles the greatest needs of your client? Your community?
- c. **How can having a seminar from Street Smart Counselling** at this exact point in time to get you to the next milestone of success.

3. The driving forces behind your problem:

- a. What are the “who and what” that is driving your agency and community’s problems?
- b. Why are they doing that? What don’t they know, and what do they really need to hear said to them in very clear language?
- c. What doesn’t your staff know that is causing some difficulty in **“reaching your clients”** and getting them to listen and open up to change?

4. The solutions to remedy those driving forces:

- a. What we can do that ignores the symptoms, and start to remove the underlying issue.
- b. How to get started on those solutions, what to say, what to do, and how we can get the whole staff on the **same page.**

5. The “Big Picture Map” for the long term:

- a. A 5-10 year road map so you can understand the relevance of everything that matters now, what will matter later on, and what you shouldn’t be doing because it doesn’t matter in the long run.

6. A step by step action plan for the short term:

- a. An action step starting with the first night after our session together, followed by chronological action steps for the following 4-5 weeks.
- b. This will transition into the long term plan.

**Call Tom now and speak to him in person. Let him listen to your needs.
403-391-4184**

