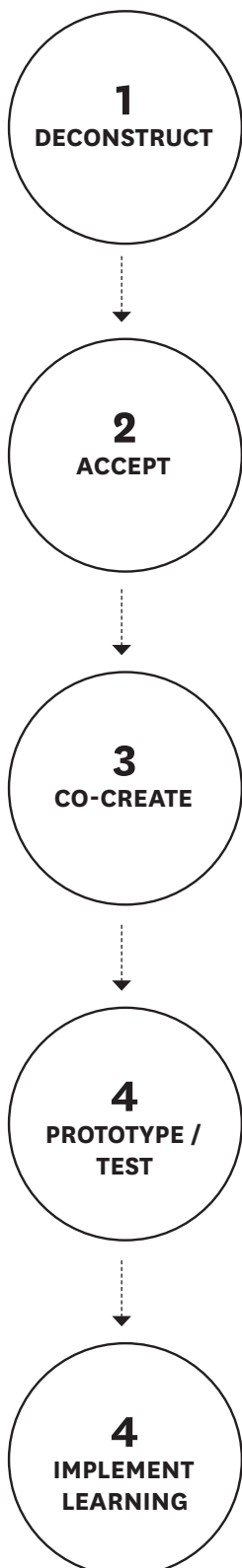


An overview of what to (generally) expect when working with Shift Consulting



- 1. Deconstruct** – this involves getting information about organizational culture, roles, tension points, perceptions, and involves activities that create new understanding like:
 - Starting Points Survey
 - Culture Code Study
 - Symphony team cycle to examine current team impacts
 - Deconstruct
- 2. Accept** – this involves starting a conversation about what exists, and accepting and naming a starting point. It involves activities that develop shared understanding like:
 - Carousel Conversation
 - Note and Vote
- 3. Co-Create** – this involves a conversation about story creation, strategy, and the processes of organizational learning we might consider. It involves activities like:
 - An innovation session using the Shift Design Deck
 - Story Boarding
 - Finding the Gaps
- 4. Prototype and Test** – this involves making inexpensive and quick to implement versions of our ideas and capturing learning and insight through several iterations of the idea. It involves activities from the Shift Design Deck.
- 5. Implement learning** and continuous improvement process

Throughout this process, Shift recommends using Symphony as a method to gain insight into team impacts throughout the process, and as an ongoing method of creating conversation towards continuous improvement. The recommended cycle is 2 weeks, and the insight provided should also eliminate the need for 80% of team meetings in current form as well as performance reviews.