

PROJECT MANAGEMENT SERVICES



Did you know that we can manage your projects for you?

As busy consultants, we believe your focus should be on your clients' leadership development and not the administration of profiles. This is why we offer Project Management services to all of our consultants. Our key focus is on the smooth management of your projects, achieving the breakouts we need for each profile and creating a positive experience for all survey takers.

PRE-LAUNCH Project Services

- Proposal work such as creating quotes which include wholesale and RRP pricing and ensuring you have all the resources you need to get your engagement over the line.
- Assisting with setting the timeframe required to ensure delivery requirements are met and agreeing to all communication protocols upfront e.g. Project Launch Date; Completion Date; Run Report Date; Profile/Binder Deliverable Dates.
- Assisting to ensure the best Project setup and selection of Project options to suit the Project.
- Working with your client's IT Department to ensure we are whitelisted.
- Briefing communication emails to participants i.e. sending Participants an introductory email prior to the survey being launched, including Guidelines to Selecting Evaluators and any other supporting documents required.

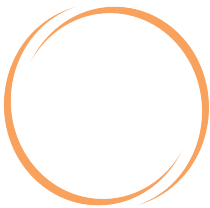


LIVE Project Services

- Setup and launching the Project - including adding Participants and Evaluators and editing customising the Invitation and Reminder template emails as required.
- Revision of evaluator emails to participants just after surveys launch. This is required when the project is setup to have participants add their own evaluators. If we are adding the evaluators on the participants behalf, this revision would occur pre-launch, if required.
- Sending reminders to an agreed schedule i.e. system reminders sent in the early stages and then personal reminders towards the latter end of the project's lifespan.
- Data and platform management i.e. resolving bounced emails, troubleshooting access issues and updating evaluator details that have been entered incorrectly such as reassigning a category.
- Status updates throughout the life of the project - including status of breakout categories per participant, updates on communications that have been sent out, identifying evaluators potentially at risk of survey fatigue due to cross pollination and highlighting anything pertinent to the project to ensure the consultant is across it.
- When a project is scheduled to close, we will identify whether an extension is needed and action accordingly.

POST Project Services

- Providing PDF copies of the Profiles and generating aggregate group reports if required.
- Creating bar charts and PowerPoint presentations for Collective Leadership Assessments
- Distributing reports to multiple debrief coaches for large projects.
- Shipping deliverables to multiple addresses for large projects if required.



Tiered Project Management Fees

For orders of 1 profile:	\$100
For orders of 2-10 profiles:	\$60 per profile
For orders of 11-20 profiles	\$45 per profile
For orders of 21+ profiles:	\$100 per hour

Project Management Testimonials:

I rely on Project Management services to provide support which adds to the professionalism of the service I / we provide to our LCP clients. The administration of the LCP is a vital part of the process and needs to be managed well. Project Management services do this exceptionally well. From patiently guiding me through the process, and supporting me, to then taking on the administration tasks, this provided confidence not only to me, but also to the client and other key stakeholders. You were always available and provided insight and suggestions when the client needed some extra support and service. The impact of this was peace of mind knowing that the LCP process was in capable, competent, patient, friendly, flexible and supportive hands.

Amanda Horne

Clare and Bec from TLC Project Management Services are professional, flexible and responsive. They always work in partnership with our team and offer wise advice to ensure our clients are supported and value adding at each opportunity. I would highly recommend the Project Managers in the Client Services if you are looking to have the experts manage the projects and let you get on with running your business.

Roderick Cross

The Leadership Circle Project Management service is outstanding. Over the past two years I have run a number of major projects and I have used the Project Management Team to set up, administer and follow up survey participants and evaluators. In the first year, I still maintained control over set up and initial communications, however as my confidence in the responsiveness and customer focus of the team has grown, I have now handed over full administration to Bec Knox and her team. If we have queries or issues to follow up, we receive an almost instant response from Bec and her team and clients also receive excellent customer service in response to their queries. I would highly recommend the services of the Project Team.

Kerrie Ashcroft Adelaide COG

Please contact our Client Services Team on projectsupport@theleadershipcircle.com.au to discuss how we can help optimise your engagements.

