



For positive change from within

What is Hidden Insights®?

- ★ A new way of working that gets big changes in performance from small differences in practice and behaviour.
- ★ A simple and repeatable group problem-solving method that can be learned and facilitated by people at any level.
- ★ Hidden Insights® gives you the ability to unlock and capitalise on the hidden reasons for success within an organisation. These findings can then be used and transformed into valuable tools for progression.



An engaging approach

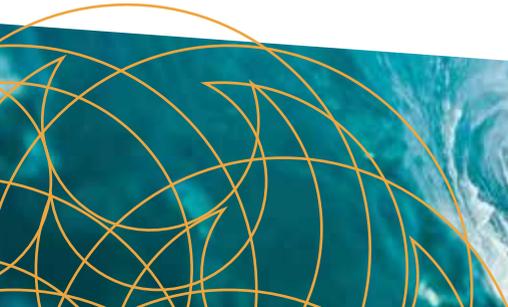
Why would I use Hidden Insights®?

If you want to make your organisation a great place to work. You get a more flexible, productive, effective and responsive workforce without an external, expert-driven, expensive top-down initiative.

This way of working has delivered up to 30% time savings, 18% reduction in absenteeism, greater staff and customer engagement, and 20% improvement in sales, without the need for investing in new structures, systems and resources. One client has used it to build a successful case for £3m investment.

Why does Hidden Insights® work?

It's owned and driven by the people in the organisation, not by outside experts. It is simple and anyone can facilitate the process. Often the "unusual suspects" make the best facilitators and have great alternative ways of working. It's about asking the right questions, to challenge perceptions and uncover hidden "nuggets" and unexpected things that work. Hidden Insights "flips" the usual way of solving problems by finding hidden, existing solutions, not by analysing the gaps. You ask different questions to the normal problem-solving approaches – not "why is team A at the bottom of the league?" but "what is happening in team B that has moved them to the top?"



Hidden Insights®... Small actions - BIG IMPACT

Lasting solutions from a new three-stage facilitation model:

Higher productivity, quickly

- ★ Time-affordable
- ★ Works within existing structures, systems and constraints
- ★ Gets action and commitment
- ★ Fits around and accelerates other initiatives

Active staff engagement

- ★ Hearts and minds
- ★ Works from the bottom up
- ★ Creates and reinforces networks

Changes the culture

- ★ Changes relationships for better service, agility and collaboration
- ★ Organic process not culture change programme
- ★ Creates ownership and commitment
- ★ Minimises resistance and maximises energy
- ★ A new kind of adaptive, connected leadership

Creates resilience, adaptability, accountability and confidence

- ★ Inspires new ideas and initiatives
- ★ Creates sustainable solutions
- ★ Ready for more radical change

We make you self-sufficient - training and support packs for change agents

The method, tools and working principles are simple, and so are easy to pass on to others. We can train your change agents to introduce the tools and techniques. They will facilitate leaders and work/project teams through workshops and practical project work that deliver immediate returns.



The Hidden Insights learning programme is:

- ★ Self-adapted to your way of working and language
- ★ Practical learning by doing, on real issues, in bite-sized chunks
- ★ Core materials that can be easily tailored to your organisation
- ★ Suitable for all kinds of staff
- ★ Many skills and tools in one integrated package
- ★ Learning applies to many situations



The Hidden Insights® model

This is our model. Each of the three phases has three steps in it, each with its own key tools, techniques and questions to answer. The process gets quicker as you move up the pyramid.

The “secret sauce” of Hidden Insights® is the “flip question” that turns a problem upside down and starts the search for hidden solutions and possibilities.

The other big factor is the emphasis on HOW as well as WHAT. “Is it possible that there is someone in this organisation who has solved this problem, today?”



The **engagement** phase ensures you get a shared, evidence-based definition of the issues and the right people involved. It challenges perceptions and opens up new points of view. We use both data and stories to engage hearts and minds. Just this stage is very powerful in changing mind-sets and motivating people.

The **discovery** process engages people in finding hidden successful practices and behaviours which can be quite small. Staff turnover was reduced by simple changes to an induction process and manager behaviour. A “failing” new performance management system was turned around because some managers had discovered the best way of using it and the successful behaviours were identified and shared. People learn through the discovery process and design informal ways to teach their peers. Positive peer pressure helps people to **share and adopt** what already works





Over to you

We want to make you self-sufficient to deliver a quality, consistent learning programme that excites and motivates. To learn by doing, we take you through the three core modules that you will deliver to others, and the project work that is involved. At each step we will review learning and bring in your own ideas. The final, fourth module enables you to reflect on the experience and create your own way of using the tools and techniques in your organisation. The full service from us includes helping you to create your own case studies to work on. We can train up to 16 facilitators at a time.

	MODULE 1	MODULE 2	MODULE 3	MODULE 4
Event	Introducing Hidden Insights	Engaging people with Hidden Insights	Hidden Insights problem-solving	Hidden Insights Train the Trainer
Who for	Leaders, sponsors, potential facilitators	Managers and potential facilitators	Managers and trained facilitators	Trained facilitators
Content	Overview of the model and principles; why it works; fit with strategy and culture; expected results	Working with the principles for changing mind-sets. How to be a Hidden Insights group coach – skills, tools, techniques	Solving tough problems with Hidden Insights; creating and facilitating networks and groups; building and growing what works	How to deliver the three training modules; what works and how to manage the process
Supporting material	Taster flyer A3 folded, key concepts and visuals	Introductory booklet, A4, spiral bound, 20pp	Individual toolkit/ work-book	Organisation toolkit – full training pack and materials
Length of actual event	Half day	2 x half day or 1 day	1 day	N/A
Trainer training	1 day	1 day	1 day	1 day + 1 day follow up
Outcome	Understanding of model and benefits, opportunities and ROI. Links to current thinking.	New ways to engage with people and change relationships	Confidence to apply a range of key problem solving tools and techniques to get quick wins	Organisation licence for up to 15 named trainers

Get in touch

✉ www.hiddeninsights.co.uk

🏠 info@hiddeninsights.co.uk

What our clients say:

“Hidden Insights® is simple, but different, and it works.”

CHIEF EXECUTIVE

“Hidden Insights® has made a fundamental, positive change to our culture and to our relationships with our customers.”

DEPARTMENT HEAD

“Hidden Insights works really, really well! It gets you working alongside people, and you realise that we can find our own solutions.”

FRONT LINE STAFF MEMBER

“It’s completely transformed our working relationship between our teams, which has been sustained over the last three years. We’ve coped with a much heavier case load and we have had measurably improved success rates.”

HEAD OF SERVICE

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