

## OPERA-model Consulting

*People form an organization,  
yet function together as an organism.*

You need structural changes and are looking for the right expertise to bring them to realization. The need for structural change is a direct consequence of managers failing to proactively act with vision on internal and external signals. In other words: You and your team need to acknowledge responsibility for the current need for structural change. Hard words: But true and necessary. As recovery starts with acceptance of truth.

We live in a culture obsessed with 'How'. It is wiser to ask 'Why', as these answers generate deeper analytical discernment. If we acknowledge the fact that only a small percentage of people consciously and deliberately choose to make bad decisions, we will find ourselves asking some revealing questions:

*Why have we implemented less-than-optimal decisions?  
Why didn't my team act with more vision?  
Why did we fail to absorb initial market and/or company warning signals?  
Why didn't we increase our efficiency (more) when we had to?*

Answers to these sort of questions expose latent failures in your organism. It is quite likely some are surfacing in your mind right now. We assure you: There are many more. OPERA reveals *human factors* and enables your organism to regain and retain vitality and creativity. It is the regaining of these crucially important assets that will enable your organization to consistently meet performance targets, once we have laboured together to bring your ship back on course.

You will recognize truth in the following statements:

*Stress and distraction reduce creativity.  
Lack of trust creates distance and dramatically reduces synergy.  
Too much control suffocates initiative.  
Red tape strangles life.  
Bad communication opens the door to inefficiencies and costly failures.  
If relationships are not self-governing, they will give birth to petty empires.  
Empires destroy vitality and efficiency.*

Do you get a taste for where we are heading? We explicitly are *not* advocating a return to a 'soft' culture. On the contrary: Business Spirals is very much down to earth and passionately pursuing measurable results. Structured application of the OPERA-method enables us to return your team to self-governing dynamics, girded down with *human factors* measurement tools to block regression. That's the added value of OPERA. And it is this blend of expertise in both business processes and *human factors* which we consider our key differentiating asset. It's our passion, and it forms the source of our co-creating quality.

Business Spirals uncovers *human factors*, asks the hard questions, dares to confront, to motivate and to restructure. In short: Business Spirals co-creates vitality, delivering sustainable measurable results (ask for business case examples).

BusinessSpirals:  
CO-CREATORS

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## OPERA in Operation

OPERA is an acronym:

*Organic perspective*

*Psychological dynamics*

*Education, aimed at growth in business processes*

*Relationship dynamics*

*Analysis*

Conventional 'tools' are a necessity and are deployed by us in every phase. We use them to constructively address and solve all clinical challenges. These conventional tools are consistently applied from within the OPERA-model. It is that competence, that ability to read and accelerate your organic vitality, which time and again delivers significant added value to our clients.

OPERA increase your results in every phase.

### Step 1: OPERA during analysis and co-creation

During the research- and analysis phase we carefully screen for undesirables within psychological and relational dynamics. We do this within individuals, departments and between teams. Once identified, we formulate steps to counter these negatives and build positives. We also screen for indisputable shortcomings in competence (individual or team), which justify education and action-based learning focussed on growth in the related business processes.

### Step 2: OPERA during implementation

During the implementation phase we keep track of all OPERA-aspects and adjust course where necessary. If appropriate (and approved) we bring in external experts to address serious *human factors* challenges. Our daughter-company EIMD carries primary responsibility in the field of education. She enjoys access to a vast network of experts and is able to offer or facilitate a wide range of (mostly accredited) business education programs. Results: Management equipped with adequate competence.

### Step 3: OPERA during the verification of results

During this last step, identified *human factors* which contributed to your problems must be constructively addressed - or at least be well on their way to health. We verify this meticulously and discuss additional steps where needed, to assure that your organization re-establishes herself firmly on track towards sustainable performance. Functioning as a competent, innovative and co-creating organism.

### OPERA results in team coaching

This selfsame blend of expertise in both business processes and *human factors* delivers a stronger and more sustainable result in team coaching-projects.

### The Bottom-Line

Conventional 'tools' are a necessity and are deployed by us in every phase. However: Conventional tools alone typically address symptoms only. Without genuine change in the organic fibre of your team - individually and corporately - new problems will quickly surface. OPERA enables you to structurally maintain business vitality, following our joined effort to successfully kill the diseases.

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