My Consulting Process

1. Diagnose

No Doctor would ever prescribe medications or operate without first finding out what the problems are and what's causing them. Similarly, at this first stage of any engagement I put on my "Doctor" hat and work with you to figure out what the issues are and what their root causes are in all areas of your business.





2. Plan

We work together to design the best solutions, who will be responsible for implementation, how it's going to be done, and by when. During this phase, I switch between my "Expert" hat and my "Facilitator" hat.

3. Implement

This is when Coaching usually comes in. You are not left with a thick binder of recommendations that is typically left on the shelf gathering dust. We meet regularly to make sure that everything we planned together is put into action.





4. Measure

No plan is perfect from the start and the issues in business do not remain the same; they change. Measuring the impact of your actions and making immediate corrections where needed keeps the improvement process moving in the right direction.

5. Repeat

As new issues come up, the whole process is repeated.



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