

# SILVER BULLET

FOR CALM SPECIALISTS AND SUBSCRIBING CLIENTS

The purpose of the Silver Bullet is to provide CALM Specialists with tips and keys to improve the value we offer to our Clients.



Dear Friend,

What are the keys to successful change? When we researched this, we came up with 7 keys. To our surprise, many different papers were coming to similar conclusions about what factors inhibit and what factors prove to be a catalyst to change. Watch our video on the Keys to Successful Change; it will save you time and heartache and set you up to succeed.

[Click here to view](#) the Video on the Keys to Successful Improvement.

This edition of the Silver Bullet deals with one of the most significant keys - Senior Sponsorship. Any change - whether a project, process improvement or reengineering - should have a senior leader that is passionate about the change and is prepared to back up the passion with resources and time.

Enjoy the read ...

Dan  
CALM Consulting

## Interested and Supportive Senior Leader - a Key to Successful Improvement

It is a waste of time to go about improving operations or implementing a new project unless there is a senior sponsor that will advocate, exert influence and resource the project.

If the sponsor is not passionate about the change - do not start! I have seen numerous ingenious innovations left to die on the vine. Why? Because the leader was focused on

## Volume 7

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### THE COMPLETE NON-SEQUITUR

Our bodies can go for 4 - 6 weeks without food but only 3-7 days without water.

In 37% of people the thirst reflex is so weak that it is often mistaken for hunger.

important, urgent and immediate issues while creative people in the organisation had great ideas but no mechanism to bring that idea to market.

The senior sponsor plays a critical role when bringing about changes to the business. Sponsor support happens at two very different levels. You need the sponsor's 'head' to provide you support with resources and people. More importantly you need to tap into the sponsors 'heart', to find support in the form of an excitement and passion for the improvement.

The sponsor must be excited about the success your project will bring to the business. Here are some tips to excite potential sponsors about your innovation:

- Look inwardly as the first point of reflection; Ask yourself "Do I truly believe this idea has benefit for the organisation?" If you believe this new idea will work the sponsor may be convinced simply by your authenticity.
- Be clear about what the improvement is.
- Be clear about what success will look like in both tangible and intangible benefits.
- Paint a scenario of the success once the improvement is achieved.
- Think about what questions the sponsor might ask and have answers ready.
- Be honest about any investment required to bring about the improvement.

Remember, don't go ahead unless you are absolutely convinced the sponsor is right behind you; ready to provide resources and exert influence.

Well then, the ball is in your court ...

## **Striving toward having the best business culture in the world**

### ***Authenticity; undisputed credibility***

*Notice for all Specialists about our latest product CALM SureStart.*

Authenticity is a prized find within the business world. The absence of authenticity can be a catalyst for a lack of trust. Staff (particularly supervisors and middle managers) often do not trust their leaders; clients often do not trust their suppliers; business people in general do not trust sales people. CALM Consulting seeks to break the paradigm of distrust by acting with authenticity in all our dealings. CALM Specialists tell the truth, act with integrity and do not shy away from the difficult conversations, always showing tact and discretion in our dealings.

Realising we are human and that everyone makes mistakes, the following points serve to guide behaviour without infringing on your personal style and character:

### **Typical behaviours that model Authenticity**

- Be clear and unambiguous (i.e. let our 'yes' mean yes and our 'no' mean no ).
- Seek to transfer learning to the client during the assignment.
- Facilitate improvements based on our expertise in combination with the inherent expertise within the organisation.
- Seek to bring about positive cultural change.
- Ensure senior leadership is completely on side with the assignment.
- Provide a creative external view.
- Vigorously pursue the root causes of problems then eliminate them.
- Establish an environment for improved learning in the organisation.

### **Spotlight on CALM**

AdelaideAqua, a multi-national consortium, has secured the contract to design and construct the new Adelaide desalination plant worth \$1.8bn. With extensive world-wide desalination experience and strong environmental credentials, the companies that make up AdelaideAqua boast numerous awards for desalination, environmental and engineering excellence in a range of construction projects.

CALM Consulting specialists provide engineering controls, design compliance monitoring, construction completion assurance, process development, project management and stakeholder management services & skills into the consortium. Regular client feedback on the quality of services provided by CALM Consulting has been very positive.

**Remember - Our client's success is our reason for being.**

Dan Jackson  
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CALM Consulting

We value your feedback on the Silver Bullet.  
Please email any suggestions or comments to  
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