

Do inefficiencies in your workplace frustrate you and your boss, making it hard to enjoy the satisfaction of a job well done?

## Introducing Operation Verve

*At Operation Verve we possess a defining dedication to equipping business owners, management staff and every member of the team with the knowledge and skills they need to create a company that buzzes with the productivity of happy people who genuinely love being there.*

*Please take a look over these offerings and let us know how we can help you create lasting changes in your workplace soon. Some of our services might be of particular interest to you in your unique situation. We are more than happy to help in any way we can and look forward to hearing from you.*

To your success,

  
**Kerry Anne Nelson**  
Founding Director

Kerry Anne Nelson is one of those rare people that exceeds your expectations and then continues to do so. She has an amazing ability to help people pull out the best of themselves whilst providing them with the practical tools to systemise their daily operations.

**Dr Rosemary  
McCallum PhD,  
Abundant Life  
Solutions**



**OPERATION  
VERVE**



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“In a chronically leaking boat, energy devoted to changing vessels is more productive than energy devoted to patching leaks.”

Warren Buffett



## Operation Verve Overhaul

Work one on one with your own dedicated consultant

- ✓ What would more certainty look like in your workplace?
- ✓ How can you harness a more sustainable pathway to business expansion?
- ✓ When will the organisation of your business processes become the number one priority?

### INCLUSIONS:

- ✓ 90 minute Discovery Session
- ✓ 6 - 8 month program
- ✓ Weekly 90 minute mentoring sessions in person or via Skype
- ✓ Customised documentation created to meet your unique business needs (Templates, Checklists, Support Manuals, Training Resources)
- ✓ Unlimited messaging for support via email and Skype
- ✓ 90 minute Review Session one month after the conclusion of the program

The Operation Verve Overhaul program invites ambitious leaders to disembark from the rollercoaster ride of reactionary leadership to harness the potential their company has for unlimited growth. It works by unlocking all the operational knowledge of the owner and their team, then locking it all down in stable, predictable, consistent workplace routines.

Working one on one with your own dedicated consultant, this intensive operations overhaul will make your staffing plan strategic, your team members engaged, and your management leaders exemplary. Your new look operations will yield more productivity without taking more time, increased accuracy without extra instruction, and greater control with less micromanagement.

Kerry Anne is an organisational guru! We already had some processes in place and she not only helped us fix them up, but brought our processes and organisation to the next level. When you're a small business owner, it can be hard to get everything out of your brain, onto paper, but Kerry Anne helped us do just that. I would completely recommend working with her!

Melanie McVean, No Pong, Founding Director



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"If you believe that training is expensive, it is because you do not know what ignorance costs. Companies that have the loyalty of their employees invest heavily in permanent training programs and promotion systems."

**Michael Leboeuf, "The Great Principle Of Management"**

## Operation Verve Workshop

Six hour staff training delivered onsite at your workplace

- ✓ 40% of workplace productivity is lost in transitions. Are your people productive and clear about their work?
- ✓ Workplace absences cost Australian businesses \$33 billion. What toll do they take in your workplace?
- ✓ 85% of all businesses don't have documented processes. How does your team know what a good job looks like?

### INCLUSIONS:

- ✓ 60 minute Discovery Session
- ✓ 6 hrs face to face training
- ✓ Slideshow and all facilitator notes
- ✓ Workbook with instructions, tips, and templates for each team member
- ✓ 60 Minute Review Session one month after the Workshop

The best thing about the workshop was how Kerry Anne taught us. She is funny, has an awesome attitude and really valuable content. I am already more aware of the need to record my daily tasks and the steps I follow in order to make a manual that everyone can use and understand.

**Claudia Loscos Pau, Careerists Consulting, Social Media & Marketing**

Studies prove what you already know: The costs of workplace disengagement hit companies of any size hard in low productivity and workplace morale, which create high rates of error, absenteeism and staff turnover. Unsupported staff don't perform well and this hurts the worker and their boss alike. 40% of employees who don't receive the training they need to become effective will leave their positions within the first year.

The magic happens when your team works! Confident, happy employees create companies which boast outstanding profitability on the basis of their service, accuracy, efficiency, consistency and retention. Research proves that your people won't want to leave your business community if they experience a sense of purpose there, are equipped for excellence and acknowledged for their contribution.

The Operation Verve Workshop brings the ultimate professional development experience to you. Six hours of high quality workplace training delivered by a qualified educator. Train your team in the process management tools they will use to consistently maintain peak performance. Harness your full business potential.



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“The system isn’t something you bring to the business. It’s something you derive from the process of building the business.”

Michael E. Gerber, "The E-Myth Revisited"

## Operation Verve Manuals

Your process documents created for you by our team

- ✓ How much of your workplace knowledge is locked inside your own mind?
- ✓ What would happen if one or more of your team couldn't come to work?
- ✓ How many times do you need to ask for help from your boss or your colleagues?

### INCLUSIONS:

- ✓ Complete written manual of your workplace process with screenshots and step-by-step instructions
- ✓ A link to your original video inserted in the written manual for your convenient reference
- ✓ Up to 3 video support reviews with written feedback if required

You've heard about the importance of documenting your workplace processes, but like 85% of all companies, it hasn't been done. Perhaps you don't know how, you don't have time, or the task is simply not as urgent as other priorities. Today we are letting you off the hook, because we can do it for you!

Here's how it works:

1. You download the free training to learn how to create a high quality instruction video
2. You and your team make a screen capture recording of your computer based processes
3. You send the URL link for that video to us
4. We turn that video into a comprehensive set of instructions, complete with screenshots and easy to follow steps

P.S. You might wonder why you need written steps. Well, if you are willing to maintain your video library, you actually don't! Your videos could keep your staff training and operations management humming along forever. As long as you make a new video every time something changes. An updated video would need to be set up, recorded and saved, and the old one deleted or archived, every single time even one tiny part of the process changes. Written manuals can be modified by any person during their normal workday.



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## How long will you contend with the frustrations of a workplace that simply doesn't flow?

**K**erry Anne Nelson is known amongst her friends, family and clients to be a woman obsessed with formalising workplace processes to make things run smoothly. It was no surprise to her community when she decided to turn that into her career. Kerry Anne's life experience almost brought her to her knees when her husband passed away unexpectedly, and she was left to salvage a business that had NO systems or processes in place. It was a nightmare.

**S**ince then, Kerry Anne has become Australia's most passionate advocate for systemising businesses. She takes business owners by the hand to help them avoid the pain of managing their staff without documented processes. She has so much to offer after two decades of hands-on practical experience growing her own businesses across service and retail industries, in both online and brick and mortar outlets. Kerry Anne now works as a Workplace Process Architect. She uses her Lean Six Sigma training to maximise her years of experience in strategic management, workplace training, business events, and team leadership to help clients achieve big wins in their ongoing business growth.



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