

How many times have you wondered
what it will take to get our team
doing their job well without relying
on you to pick up the pieces?

Introducing Operation Verve

Can't find the time to develop the training your staff need to work with excellence and autonomy every day? We can come to you on-site. This workshop has been developed specifically to pass on the skills and resources your team needs to create productive, profitable workplace routines, then follow them without missing a beat. You and your team will be empowered with the knowledge and skills they need to turn reluctance into confidence, chaos into productivity, and confusion into organised calm.

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 the Operation Verve Workshop and let us know how we can help you create lasting changes in your workplace soon. 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

"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, Marketing &
Social Media Officer, Careerists Consulting**



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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 you getting the maximum return out of your staffing investment?
- ✓ Workplace absences cost Australian businesses \$33 billion. What toll do they take in your business?
- ✓ 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

"Kerry Anne is a woman driven to support others in their journeys to business success. Her events provide a nourishing atmosphere where results are key through mentoring and support. Kerry Anne mentors in a very strategic way to get her clients and event participants fast results. I highly recommend Kerry Anne for the valuable services she delivers."

Joy Fairhall. Mind Body Joy

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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Workshop Modules

Session 1: INTRODUCTION

The central importance of creating documented systems for yourself, your team and your company growth

Session 2: WRITING UP TASKS

A step-by-step system showing you and your staff how to create task instructions for consistent excellence

Session 3: MAKING INSTRUCTION VIDEOS

Clearly structured guidance to teach your team how to record work processes quickly with screencast video

Session 4: STORAGE & MAINTENANCE

The straightforward methods you need to keep all your company documentation up to date and accessible

Session 5: TECH TOOLS

A run through of all the latest tech: websites, software, apps that make life easier for everyone at work

Session 6: REFLECTION

Bringing it all home to understand exactly how this workshop learning will change everyone's experience at work

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"I have worked with Kerry Anne on numerous systems and processes including training my team developing a staffing plan, documenting my business operations, and delegating these tasks to my expanding team. Working with Kerry Anne on my business systems has allowed my business capacity to increase without me being tied to all of the work in the business. With organisation, comes clarity, comes a clear direction. I couldn't be happier!"

Ashley Hann, Founding Director, White Knight Catering Services



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

Kerry 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.

Since 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.

"One of Kerry Anne's greatest attributes is being a fabulous Facilitator. She makes every session burst with an energy unlike anything I've known before. Her enthusiasm is powered by her vision to create systems for small businesses, so owners can do more of what they love and what they are here to do, instead of getting bogged down in everyday tasks."

**Sandy B Simmons, Founding Director,
Simply Better Health**



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