

# BPOA

21 January 2014

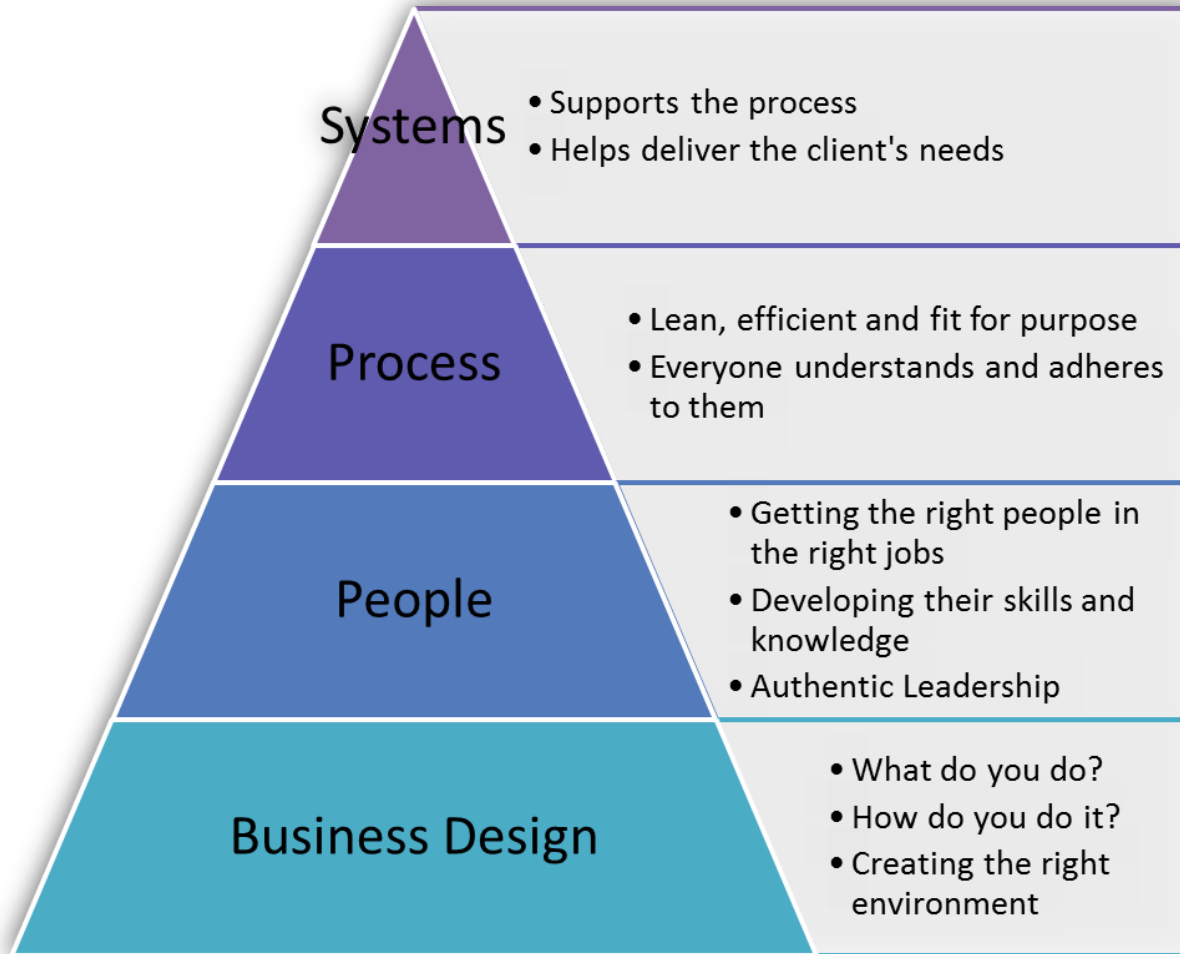


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# Adrian Jevans – Director of Consultancy



# Our Approach



# Overview

- Types of business



# Overview

- Types of business
- Importance of a vision



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- Types of business
- Importance of a vision
- Valuing your people



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- Keeping your business in balance



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- Types of business
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- Business development



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- Types of business
- Importance of a vision
- Valuing your people
- Keeping your business in balance
- Customer engagement
- Business development
- Pain indicators



# Types of Business

1.The Hostage

2.The Fatigued

3.The Dynamic



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# The Vision

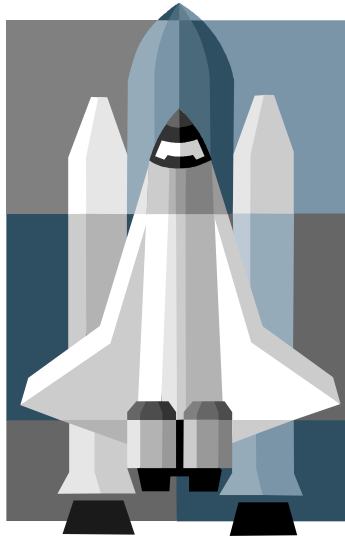
Where do you see yourself in 10 years time?

What does your business look like then?

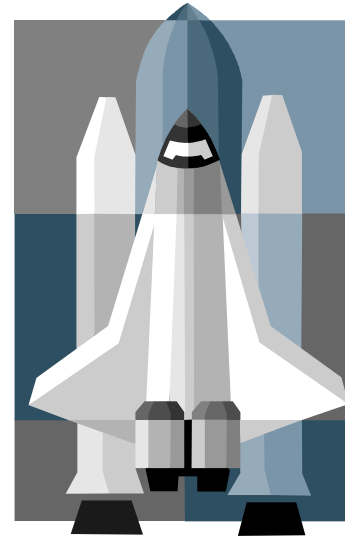


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# The Vision



Return ticket  
to the Moon



Destination  
Unknown



# The Vision

Know where you want to be –



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# The Vision

Know where you want to be –

Then plan your journey



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# Value your People



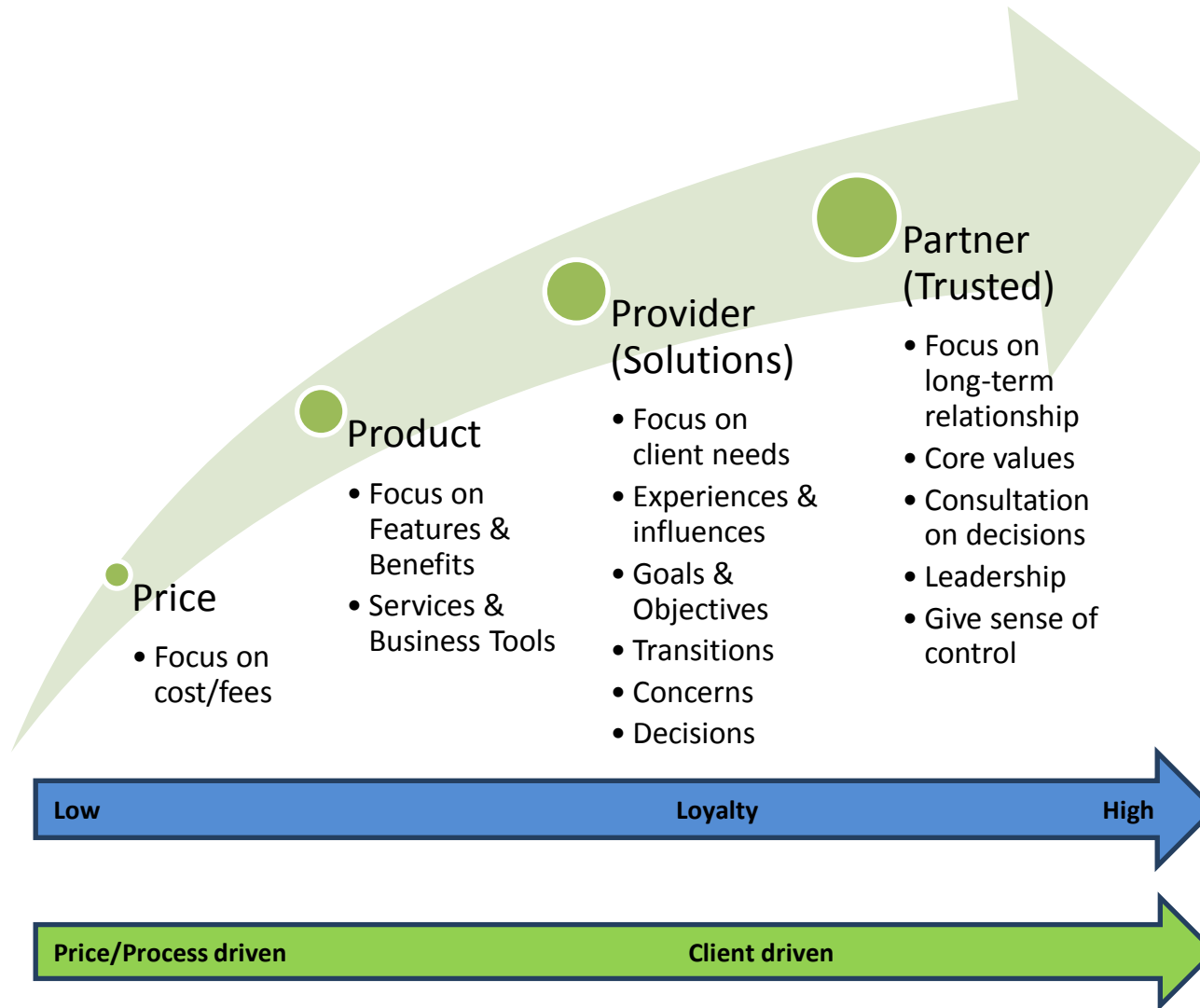


# A Balanced Business



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# Customer Engagement



# Business Development

It is **NOT** just **SALES**



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# Our Top 10 - Pain Indicators

- Falling or static profit



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- Attracting and employing the right candidates
- Inability to bring new innovative products and/or services to market
- Finding solutions for the nine points above



# Thank You

