

Testimonial for Steve Wood

Stephen Wood from Success Enterprises Consulting Pty Ltd was engaged by Knox Community Health Service to develop a performance review process for the Chief Executive Officer:

Key strengths of this work included:

- Comprehensive process design that was transparent and fair
- Engagement of relevant stakeholders
- Insightful analysis of issues
- Succinct reporting
- Timeliness in meeting deliverables

Stephen Wood worked with the Board of Management and the Senior management Team to ensure commitment and input to the review process. What was particularly beneficial was the follow up sessions post review that allowed for:

- Exploration of key recommendations
- Development of an action plan for implementation of strategies
- Referral and linking to relevant industry partners
- Working partnership established with Associates to assist with aspects of the review

The outcome for KCHS was not just a performance review but the opportunity to improve business processes, a focus on future strategic issues, and the development of key relationships that will assist our business into the future.

On a personal note I found working with Stephen and his associate incredibly valuable due to the focused approach which allowed me to explore the issues identified and work on practical solutions. The process included reflection, scenario setting and problem solving which I personally found very beneficial. This has assisted me professionally and has also added value to our organisation in improving the way I work with my team.

Anne Lyon
CEO
Knox Community Health Service