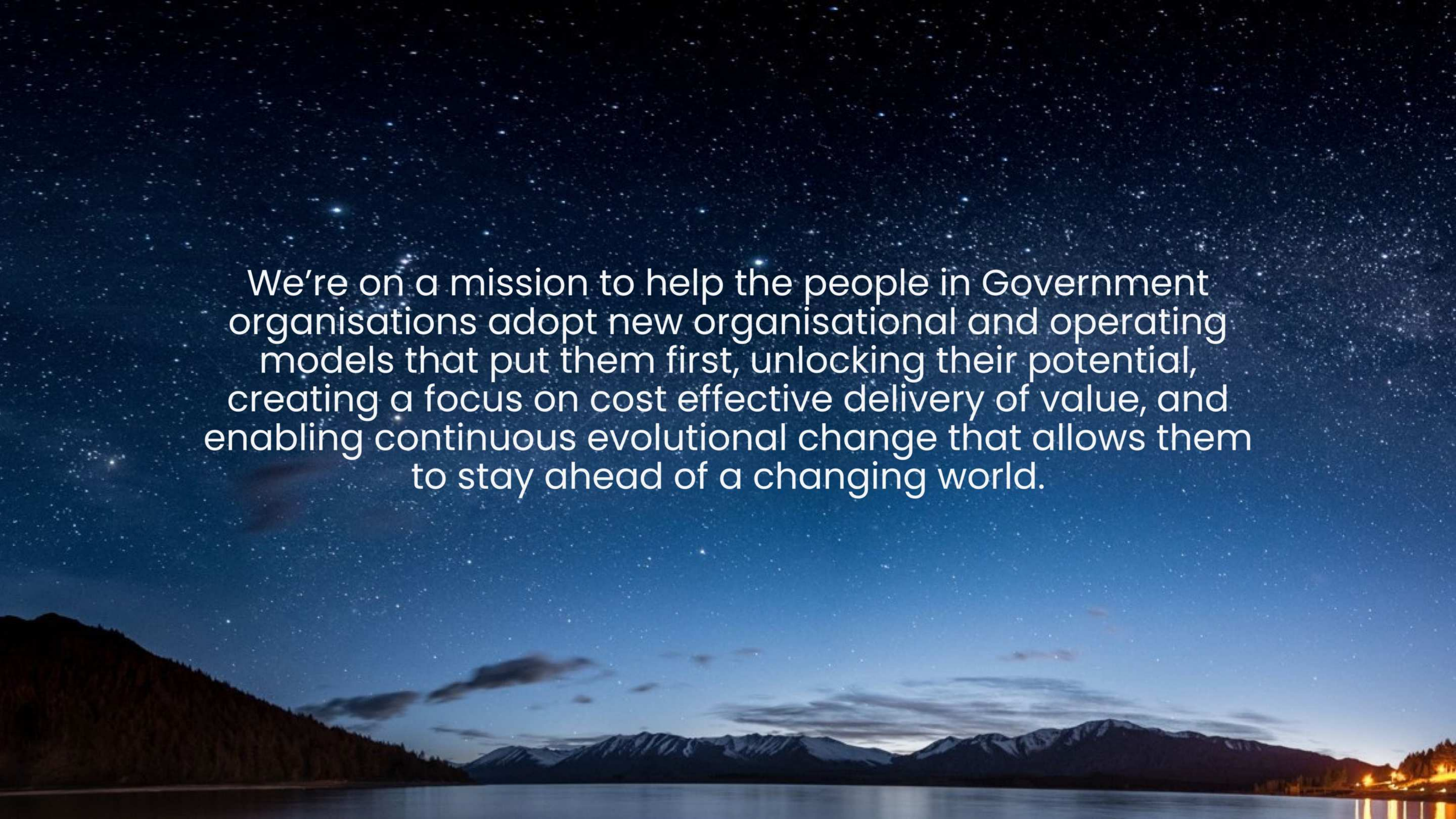




G-Cloud 14
Service Definitions

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A night landscape featuring a starry sky, mountains, and a lake. The sky is filled with numerous stars, and the mountains in the background are silhouetted against the dark blue night. The lake in the foreground is calm, reflecting the light from the sky and the distant lights on the right. The overall scene is serene and majestic.

We're on a mission to help the people in Government organisations adopt new organisational and operating models that put them first, unlocking their potential, creating a focus on cost effective delivery of value, and enabling continuous evolutionary change that allows them to stay ahead of a changing world.

Our Services



Organisational Design

We believe that the root of most organisational challenges is not in the technology they use or how they use it, but in the way they're organised and the way they operate, dis-empowering employees, blocking effective decision making, and creating huge amounts of waste and redundancy.

We help the people in organisations adopt new organisational designs and operating models that are built around them and their customers, focusing on maximising the value they deliver whilst minimising the costs.

Training

Everything from formal Certification training to bespoke modular bitesize pathways

Coaching

Coaching at all levels, focussed on giving leaders the mindset and skills to empower their teams

Workshops

We offer a series of workshops in teaming, culture, leadership and others, tailored as required

Organisational Transformation

We believe the traditional way of delivering organisational level transformational change is doomed to failure, and that the history of most companies is littered with examples of transformation initiatives that have delivered no value.

We've developed and proven a technology agnostic approach based on the use of agile principles & practices and the latest thinking from industry thought leaders that puts your people first and can deliver sustainable change.

Organisational Design



Everyone's seen or worked in dysfunctional organisations - everything takes forever, priorities are skewed based on the latest organisational whims, what should be easy takes an enormous amount of work, huge amounts of time are lost to meetings and reporting, and employees feel like there's no way for them to make a difference.

We can help you adopt new organisational and operating models, putting your people at the forefront of shaping these, and creating the conditions where these will continually evolve to reflect changes to the organisation and the environment it operates in, whether that's looking at a single team, or an organisation of thousands of people.

Leadership



Great organisations require great leadership. We can help shift mindsets from management to leadership, and help leaders and leaderships teams inspire, support and enable high performing organisations.

Empowerment & delegated decision making



It's really difficult, and requires huge changes to mindsets, but the benefits are enormous, creating organisations that can think and act for themselves under a shared purpose

Innovation



Great organisations are continually innovating across a wider range of areas - how they work, how they maximise the value they deliver, and in how they deliver their objectives and outcomes, however this requires new mindsets, practices, skills and processes.

Product & service thinking



The introduction of digital service thinking has delivered benefits to teams - increasing agility, introducing new ways of measuring success, bringing together change & run, and creating a focus on customer value and experience. We can help you take these to the organisational level.

Agility



Every wondered what the adoption of Lean and Agile principles at an organisation level looks like, and why if you haven't done this you may have struggled to get value from Agile at the team level. We can help.

For more information please see - <https://clearstargroup.co.uk/organisational-design/>

Organisational Transformation



Everyone's seen organisational transformations fail, whether it's through highly paid consultants imposing new models despite knowing nothing about the organisation, to change that doesn't actually involve change – leaving everyone with new role titles but doing the same things, to multiple change initiatives clashing in a heady mixture of confusion and chaos.

The good news is that if organisations take responsibility for transforming themselves, and adopt some simple principles and practices, they can achieve dramatically more successful outcomes and create a true learning and evolving organisation.

Create a sense of urgency → Start by establishing a shared understanding across the whole organisation of why change is required and what the vision is – focusing on the “what” and not the “how”

Deliver change incrementally and iteratively → Break the change down into independent chunks, start small, prove the value, pivot or exploit your successes, and build out

Focus on value → Great change is built on outcomes and not on plans, using innovation and experimentation to work out the right answer, and being rigorous and disciplined on the outcomes you're trying to achieve

Harness a volunteer army → Exploit the motivation of the people in your organisation to make things better, and their deep understanding of the problems to be solved and the potential solutions.

Exploit viral change → Don't impose change – identify those areas that want to be earlier adopters, prove the value, and let other areas pull it as and when it's the right time for them

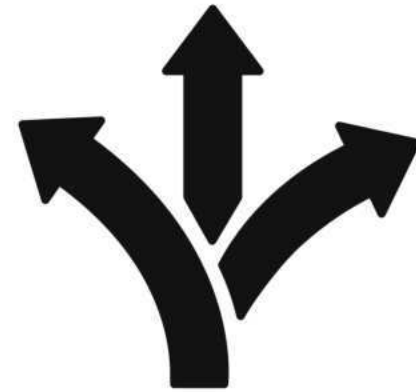
For more information please see - <https://clearstargroup.co.uk/organisational-transformation/>

Training

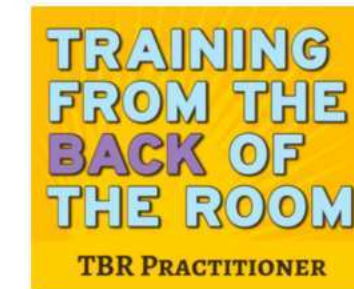
levelling up your organisation



Service Thinking and Portfolio Maturity - Helping organisations move from Project centric approaches to holistic Service Thinking techniques and tools for effective organisation collaboration.



Pathway training - this popular approach allows us to step away from classroom based learning and deliver growth through a combination of taught modules with mentorship and coaching to ensure practical application of the subject.



Most of our training courses and workshops are built using approaches and techniques from TBR. We are firm believers in engaging the whole person and whole brain exercises to help teams grow. We are able to offer training in this approach.



Through ICAgile we offer agnostic agile certifications in Agile Fundamentals, Agile Product Ownership, Agile Team Coaching and Systems Coaching and Thinking.



Through learning and applying the skills of Lego Serious Play we can add a new fun way to our collaboration toolkit.

Lego has allowed us to create alignment of enterprise strategy, resolve leadership conflict and explore execs belief systems.



Scaled Agile certification is provided by our SPCs (SAFe Programme Consultants). We are able to teach all courses and every one of our trainers has practical experience in the roles they teach.

going beyond a 2 day bootcamp to address mindset change

For more information please see - <https://clearstargroup.co.uk/training>



Coaching

unlocking your potential



Our approach does not focus solely on learning techniques and practices, we explore the whole human and create space for growth.

Our coaches are experienced in leadership coaching, skills coaching, goal coaching, systemic coaching and team coaching.

We explore each person's journey, how it aligns to team/organisation goals and create coaching plans for teams and individuals.

We have used these techniques to help align leaderships with their teams and help explore conflict.



For more information please see - <https://clearstargroup.co.uk/coaching>



Workshops

20 people in a room does not make a team

Teaming

We offer a series of workshops to help a team get on the same page. From understanding their ways of working to exploring signs of conflict and giving each other permission to challenge. These workshops are built to help progress the Tuckman Model and accelerate team performance.

Leadership

Impact vs Intent
Empowerment vs Abandonment
These are two key areas facing leaders today which we explore and help build communication plans, intent based roadmaps and address the language we use to add clarity to our leadership approach.

Culture

We go beyond the buzz words defining organisation culture. We explore tiered culture within organisations and actions to lead to the intended culture state. Our series of workshops aims at exploring culture, defining it and creating actioning plans to avoid a known negative culture state.

Facilitation

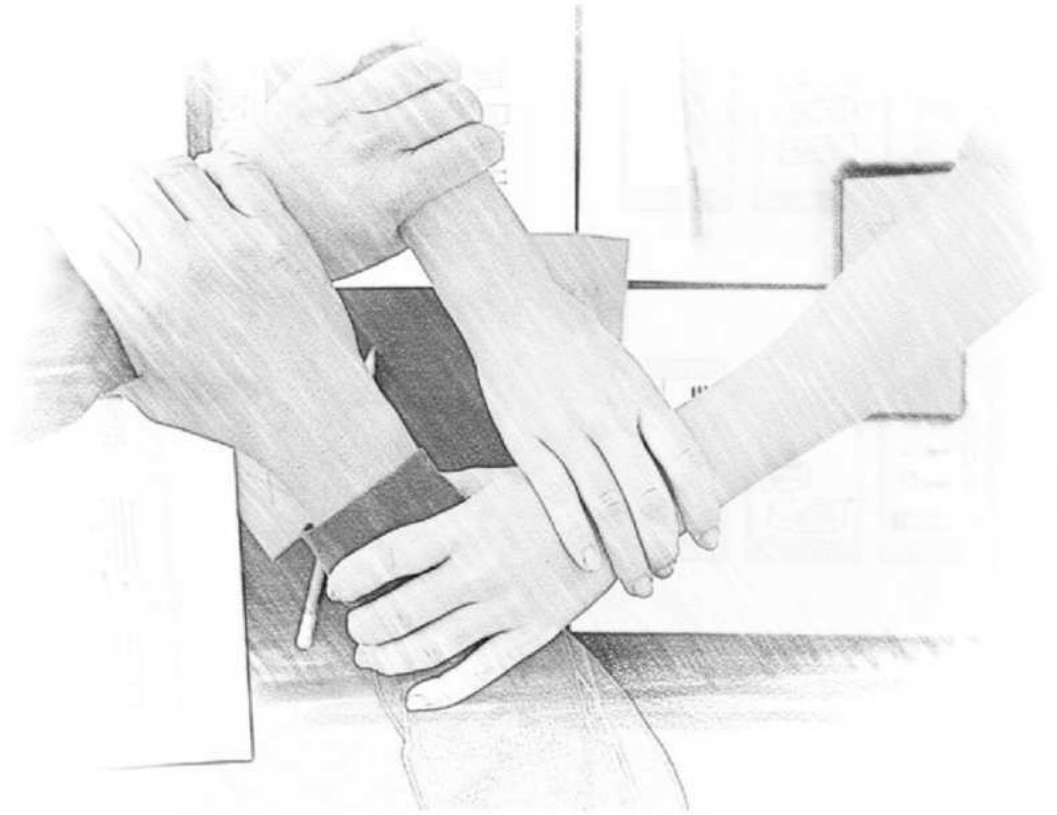
Often overlooked but facilitation is one of the most useful skills we can have in our busy world. We spend many hours together on calls each day but how many of them can you say were valuable. Through these workshops we explore techniques to add value to our time together and how make work fun again.



...plus many more which can be built around your needs

For more information please see - <https://clearstargroup.co.uk/workshops>

How We Work



We exemplify everything we say and teach in the way we work. We work this way in order to maximise the value we deliver, as well as to demonstrate our approach to clients, allowing them to experience what we teach.

We always collaborate in full partnership with our clients, preferring to work in cross functional joint Clear Star and client teams under a client led steering group or Guiding Coalition. We do this to put clients in full control of their transformation and to enable ongoing transformation and continuous improvement after we've left.

Our vision is for organisations that take responsibility not only for their day-to-day operation, but also the delivery of their strategic goals and the constant evolution and transformation of the way they work.

For more information please see - <https://clearstargroup.co.uk/how-we-work/>

Our Values

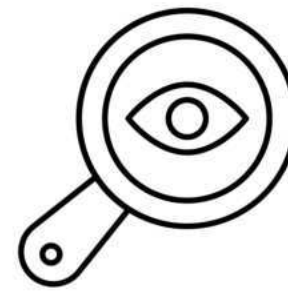


We are a company with strong opinions and values that drive the work we take on and the way we deliver it.



Integrity

Principles and ethics are more important than profit – we will walk away if we don't feel we're adding value, we won't take contracts where we don't think we can, and we'll look to work with partners and suppliers that share our ethics and values.



Transparency

Transparency, sharing and the common good is critical – we're open sourcing everything we teach and will continue to do so. We hope this will enable organisations to transform themselves without our (or anyone else's) help.



Accountability

We believe in taking accountability for everything we do, both as a company and as individuals. We plan carefully to ensure we can make commitments and will raise anything that might impact delivery of these as soon as we're aware of it.

For more information please see - <https://clearstargroup.co.uk/our-beliefs-and-values/>

Who we've worked with

Some of the organisations we, or our founders, have worked with:



Foreign, Commonwealth
& Development Office



Strategic Command
Defence Digital



National Cyber
Security Centre



Strategic
Command



Ministry
of Defence



Strategic Command
Defence Intelligence



Ministry
of Justice



Home Office

For more information please see - <https://clearstargroup.co.uk/case-studies/>

