



Susan Miller Consulting Ltd

My background in occupational psychology, talent and programme management combined with my experience of sitting on executive teams and my business savvy are essential to asking the right questions, and supporting you to find the answers that will work for your organisation. I have a strong mix of 'understanding the strategic' and 'knowing how to make it happen operationally'. I'm experienced at developing, coaching and influencing employees at all levels of the organisation; which often requires challenging people to think differently and look at new ways of getting things done. I am a member of the British Psychological Society and the Chartered Institute of Personnel & Development.

I would be delighted to offer ACOSVO members a free, in person, consultation regarding any of the service areas below:

<h3>Strategic Planning</h3> <ul style="list-style-type: none">☑ Create (or provide improved transparency on) organisational vision, mission and values.☑ Prioritise what 'value' means to the organisation and where to focus efforts with limited resources; including working out where time spent gives the best 'value'/return on that time.☑ Using a "balanced scorecard" approach to define the critical elements which are crucial to future success (including impact of services) and develop a one, three or five year strategic plan with realistic but stretching objectives.	<h3>Change Management</h3> <ul style="list-style-type: none">☑ Focus on the people, process and systems aspects of change implied by any move from current to future state and help the organisation to actually achieve the benefits it expects from a change programme. This includes;☑ Developing a change management strategy, engaging senior managers as change leaders and sponsors, building awareness/ communicating the need for change, developing skills and knowledge to support the change, helping employees move through the transition (coaching by managers and supervisors), and implementing methods to sustain the change (measurement systems, rewards and reinforcement).
<h3>Process HealthChecks</h3> <ul style="list-style-type: none">☑ Process map team or client processes and review their efficiency and effectiveness.☑ Gather informal/anecdotal feedback on the process steps from users or clients. Review the responsibilities of individuals involved in the processes; highlight where ownership is ambiguous or misplaced; identify where individuals feel/ perceive they are adding value (or not), and where that can be improved. Analyse current tools/systems being used during the process against future requirements and recommend relevant improvements.☑ Identifying internal & customer facing documentation that should be created or improved to manage the process steps.	<h3>Talent Management Consulting</h3> <ul style="list-style-type: none">☑ Talent Management seeks to drive performance at the individual and organisational levels, with the emphasis on aligning capabilities and competencies with business goals. The primary objective is to foster organisational capability to execute on strategic plans.☑ This includes; Recruitment & Selection; Organisational & Leadership Development; Training & Coaching, Performance Management; Succession Planning; Employee Engagement and Learning & Development projects



"Susan has already evidenced that she has a rare mix of skills - being extremely able from a strategic and operational perspective and at the same time having an equally strong ability in working with people. She has shown a genuine interest in the third sector, and is clearly interested in a variety of causes which she is now keen to invest her skills in. We already feel very lucky to have connected to Susan" - Catherine Henderson, Partnerships Manager, Project Scotland

If you would like support in any of these focus areas please contact me by Email: Susan.M.Miller@Outlook.com or call me on 07981 003335