



Management Governance Consultation

Shared Reality

- Focus questions
- Issue, problem, situation
- Facts, perceptions, myths
- Influences and Implications
- Stakeholder needs, wants

Developing Shared
Understanding

Creating Options

- Proposals, initiatives
- Ideas, concepts, strategies
 - Products, services
 - Policies, procedures
- Specifications, assessments

Choice Making

Made by those most accountable
for the implications of the choice

Implementation

- Planning, expectations
- Allocation of resources
- Development of structures
 - Action
- Systems of measurement/
communication

Engaging in Continuous
Improvement

Refinement

- Measurement of performance
- Assessment, interpretation
 - Refinement
- Standardization of practice