



Collaborative Consulting: A Unique Approach to Achieving Better Business Outcomes

From the outset, RDS Business Management was established with the firm belief that collaboration and working together is the key to achieving better business outcomes for everyone involved. But how does this work in practice, and what does it actually mean for your business?

Today, we want to give you an insight into our unique collaborative approach and show you why it's the key to unlocking genuinely transformative outcomes for all – and ones that have a real impact each and every day.

What is Collaborative Consulting?

Whatever outcome you are trying to achieve in your business, the process of getting there is all too often a stubbornly one-sided affair.

At one extreme, some consultants have a fixed view of the “best” way to achieve a particular outcome, sometimes motivated by the desire to sell a certain product or provide a solution based on previous ‘similar’ scenarios. Often, these scenarios are not as similar as they seem to be and fail to take into account the unique situation of the business.

At the other, the client themselves might have a rigid view of how to solve their problem, with the consultant or supplier simply ‘doing as they are told’ and executing it.

Another issue is that the client might not recognise the actual problem in their business. They might believe that X is the problem and requires Y solution, when a little probing would reveal something else entirely.

What's more, a different approach/solution might actually solve their initial problem, while also simultaneously improving something else in the business that they had (or hadn't) thought about before.

As you might imagine, all of these scenarios often result in a solution and outcome that is less than ideal. They fail to take into account the respective client's and partner's unique insights, experiences and resources that could otherwise be used to ensure the best possible outcome.

In short, no party has ALL the answers in isolation! It is so important to utilise everyone's expertise and experience to share best practice.

Now let's talk about our collaborative approach.

In our experience, this is the key to maximising results and achieving better business outcomes for all.

So, what's it all about?

Essentially, it involves everyone working together – RDS, the client, and our partners – to make the most of our collective resources, openly sharing knowledge and best practice.

Equally, it's about asking lots of questions, never accepting the status quo, and always being open to better ways of doing things. It's so important to challenge any pre-conceived ideas about what is the “best” solution and outcome.

As a group of professionals working together, our expertise is drawn from a wide range of areas – and we always recognise that a certain partner or solution will never be right for every project. We work as an open network and collaborate with different partners on different projects, allowing us to be flexible and always deliver the optimum solution to the client.

What's more, this approach also benefits the supplier. Due to our thorough Research and Discovery, they can be confident that their solution is the right fit for the client. It's about matching the right client to the right supplier – a scenario that benefits everyone involved, saving time, money and resources.





The Research, Discovery, Solution Process

How does this work in practice?

At the heart of our business is the Research, Discovery, Solution methodology – a proven process for uncovering the real issue in the business and finding the best possible solution for achieving the desired outcomes, both now and in the future.

Research

This is about assessing the client's current situation, defining their requirements, and looking carefully at exactly what they are looking to achieve.

Through open conversations and discussions, we'll really get to know the business and look at both current and future goals, pain points, etc.

All too often, business solutions are chosen based on incorrect assumptions about the nature of the problem, so it's important to ask the right questions and get to the crux of the matter in order to achieve the best outcome possible.

Discovery

We'll carefully look at what's out there to meet the requirement and report back on the 'best of breed' solutions to achieve the optimal outcome for everyone involved.

Often, the client might have looked at possible solutions themselves, but they might not have been aware of all the available options, or they'd looked at products that weren't the right fit for their business.

On the other hand, they might not have had time to look at any solutions at all, or perhaps the options they did look at left them feeling more than a little bewildered by what's out there. The latter scenario is often compounded by being approached by several sales professionals who all deem their offering to be the 'best.'

How do you actually know what's really best for your business?

As a Trusted Advisor, we do all the hard work for you! Our collective knowledge, expertise and research come together to present options that will work for your business on a practical level, while fully taking into account both your current and future goals.

Solution

Using all the information gathered during the research and discovery stages, we'll find the best possible solution to meet all the requirements and desired outcomes.

Any solution should work for the business on all levels – both at the present time and in the future as it evolves.

In addition, it's important to remember that the solution is actually only the beginning of the journey. Business situations are constantly changing, and new solutions are coming to the market all the time, meaning it's important to review things on a regular basis.

Is there a better way of doing things that wasn't available previously? Has the business changed to the point you would now be better served by something else? Perhaps costs have risen and switching to an alternative offering would save you money? We will always monitor this for our clients and hold regular reviews to ensure we are proactively supporting them.

Ultimately, it all goes back to taking a collaborative approach. We look after you over the long-term and work to ensure everyone achieves the best outcome.

Got a business challenge you need to address? Need friendly support to help you work more efficiently?

donna@rds-bm.co.uk ■ 07854 020 732 ■ www.rds-bm.co.uk

**Get in touch today
for some free, no
obligation advice.**