



# Resolver

Case Studies



## Uses of Resolver Ballot

- Resolver is a decision making tool and as such it can be used to perform a wide range of tasks which include:
  - Risk management workshops
  - Health and Safety Assessments
  - Project appraisals
  - Real time surveys
  - Staff Evaluations



# Control Risk Self and Health and Safety Assessments

## Management Challenge Our Approach

In order to comply with the requirements of Turnbull and other corporate governance requirements many of our clients need to develop their own systems to control self assessment.

Our approach is in two stages.

**Stage 1:** Using Resolver Ballot we built consensus on what were the key risks that could potentially impact on each organisation. We invited participants to vote on the impact on their business and then the likelihood of each risk. These results could then be used to produce a risk map – shown overleaf.

**Stage 2:** We also asked participants to vote on how well they believed each risk was being managed and this produced a control map which highlights all of the key risks that are not well managed in practice. This is discussed in greater detail in the following slides.

## Key Benefits

Clients invariably confirm:

That the risk workshop was the first time senior management ever came together to discuss risk.

Participants realised that they all shared common problems and concerns.

This lends itself to more effective teambuilding.

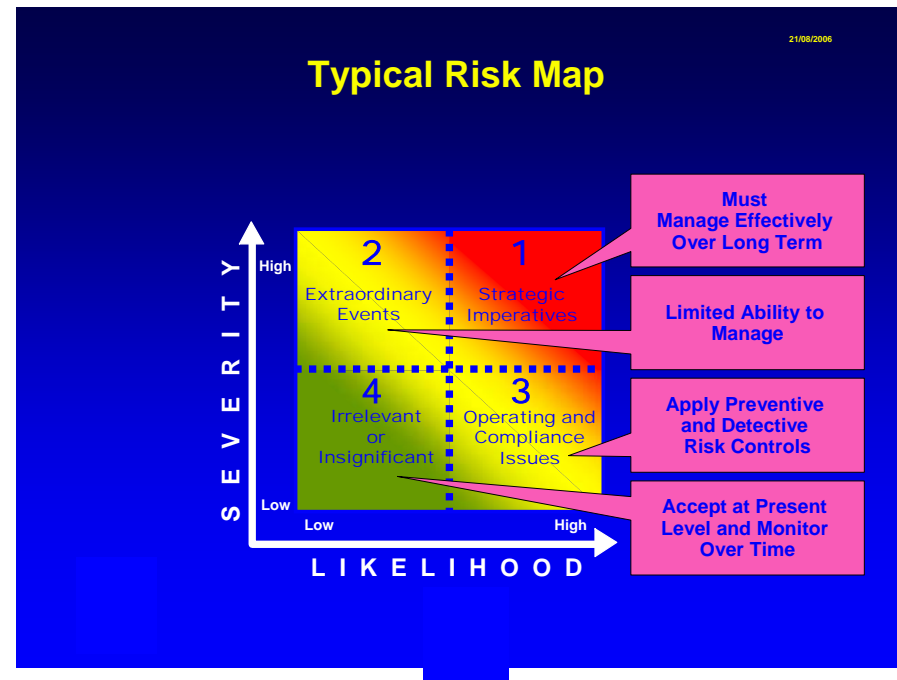
Participants report that this process and approach breaks down barriers or silo's.

Most importantly; the process is fun!



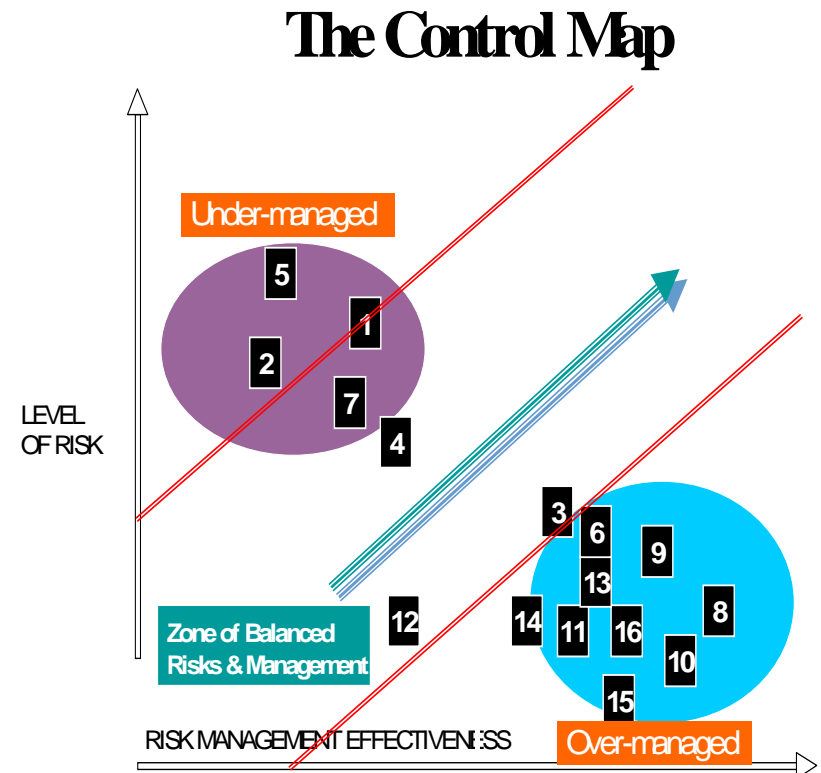


- Together with building consensus in terms of management's assessment of each risk, a risk map is produced (opposite).
- The upper right hand quartile contains risks that need to be managed effectively in the long term and, together with risks in quartile 1, are used to inform the internal audit plan, risk mitigation plan or H&S plan, depending on the type of assessment being made.





- Participants then vote on how well each of the risks is being managed.
- A control map plots the level of risk (usually a function of impact and likelihood) against how well or not each risk is being managed
- Risks which are scored in the upper left hand quartile are deemed to be under-managed
- These risks are a threat to the organisation, and risk mitigation actions are required to protect it.





- Project appraisals are a normal part of any business and the challenge is to select projects which will add the greatest benefit to the business from a seemingly infinite list of bids
- Using Resolver Ballot, these difficult decisions can be made easier by being transparent and defensible:
  - The results of each assessment is shown in real time
  - The criteria, upon which assessments are made, can be agreed with participants in advance of the meeting
  - Any polarised views on particular projects can be discussed and a consensus view reached
  - Since it is in real time - it is quick!





### Management Challenge Our Approach

To develop a project appraisal approach which is highly defensible, transparent and most importantly less expensive way than before.

Our approach was in two stages.

**Stage 1:** Defining the evaluation criteria. We selected a wide range of decision makers to agree on the evaluation criteria. Criteria ranged from meeting organisational objectives to payback criteria. We also pre-populated Ballot with all of the project bids.

**Stage 2:** We then held a workshop with all of the key decision makers. We asked participants to vote on each project using the criteria selected using commonly agreed scales. Polarised views were discussed and consensus was reached. At the end of the voting session we aggregated the results to give each project a score. The top 5 projects were selected and approved.

### Key Benefits

Clients invariably confirm:

The decision making process took a fraction of the time conventional methods had taken.

The decision could be supported by a series of graphs and scores for each criteria.

There was less conflict in the decision making process.

Participants were confident that the business had made the correct decisions.

And most importantly; the process was fun!





## Management Challenge Our Approach

We were invited by a professional association to conduct a real time survey of nearly 100 attendees at their annual conference.

They opted for a real time survey in order to reduce the high costs associated with a conventional survey and also reduce the time to co-ordinate and comment on the results.

Our approach was in four stages.

**Stage 1:** Agreeing on the questions. We met with members of the organising committee and reviewed recent international surveys to select questions for the conference. These were pre-populated onto Ballot.

**Stage 2:** We introduced the voting hardware and facilitated the session going through each question and building consensus wherever possible. See sample question overleaf.

**Stage 3:** The results were shown in real time and we invited participants to comment on the output.

**Stage 4:** We produced a survey report within a week of the conference that brought together all of the results and comments from the session.

## Key Benefits

The feedback we received was:

The process was fun and cost effective.

The session scored very high on the conference evaluation feedback forms.

Participants were comforted that their issues, concerns and problems were shared by a larger group.

The outputs provided a useful benchmark for participants to use in their own organisations to evaluate performance and develop their processes to adhere with accepted best practice.





## Management Challenge

Staff evaluations are a necessary part of the annual cycle of managing organisations. However, the time taken can be onerous and the results of individual manager assessments usually need a further moderation meeting in order to be consistent and defensible.

We were asked to help an organisation develop a process in real time which was less onerous on the time required by managers.

## Our Approach

Our approach was in three stages.

**Stage 1:** Agreeing the evaluation criteria. We used the conventional forms to identify the evaluation criteria. These together with the names of all of the staff were pre-populated onto Ballot.

**Stage 2:** Facilitating the session. We introduced the voting hardware and facilitated the session going through each question and building consensus on each staff evaluation wherever possible.

**Stage 3:** The results were shown in real time and we invited participants to comment on the output.

**Stage 4:** We produced an evaluation report at the end of the assessment that brought together all of the results and comments from the session. This was discussed and moderated on.

## Key Benefits

The feedback we received was:

The process was efficient and cost effective.

The process was highly defensible and transparent.

Managers were able to air their views on staff in an open and non-aggressive environment.

Key issues were raised regarding some of the staff and decisions were taken to support staff going forward.



## Further Information

- The cases we have discussed are by no means an exhaustive list of all of the uses of Resolver Ballot. We helped one client use Resolver to evaluate different products from their R&D department.
- As a matter of course, we provide technical training and this is usually included in our sales price. We can also provide customised facilitation training packages aimed at teaching novice and experienced facilitators how to conduct workshops to maximise the benefits to all of those involved.
- If you require further information on Resolver Ballot or if you would like our expert team to perform or train your staff to conduct similar sessions please contact:
  - John Moody on 00 353 87 288 3456 or e-mail at [johnm@resolver.ca](mailto:johnm@resolver.ca)





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