



Action Planning Workshop

What specific actions should your team take to improve alignment with stakeholders and achieve business partner goals?

TGaS® Advisors Organization Alignment 360°™ (OA 360°) Assessment provides Commercial Operations leaders insights into areas of alignment, misalignment and opportunities to improve business partnerships with their internal stakeholders. The OA 360° Assessment focuses on four key partnering behaviors: understand, collaborate, align and deliver. After completion of the OA 360° Assessment, the next phase is participation in the Action Planning Workshop.

The Organization Alignment 360° Action Planning Workshop is a full day, department-wide workshop using OA 360° results and insights to identify a roadmap for improving organization alignment.

Workshop Objectives

- Take action on Organization Alignment 360° assessment results
- Engage staff in identifying opportunities, issues and actions to optimize alignment
- Make progress toward securing “indispensable business partner” status

Workshop Components



Pre Workshop

- Pre-reading of OA 360° explanation, results and background materials
- Several questions to think about



Survey Results and Implications of our Work Today

- Preliminary reactions from pre work feedback
- Review of OA 360° model and behaviors
- Discussion of OA 360° survey results



Becoming Indispensable Business Partners: Break Out Sessions

- Teams identify key priorities for each behavior: Understand, Collaborate, Align and Deliver
- Teams define action to achieve partnering goals



Becoming Indispensable Business Partners: Team Sharing of Action Plan

- For each priority, team reports highlights from the break out session to the entire group



Post Workshop

- TGaS summarizes all output from meeting including issues, opportunities, outstanding questions and actions, and re-engages with client leadership team to provide recommended next steps

Sample Agenda

Welcome, Agenda, Meeting Objectives, Icebreaker	Client Sponsor, TGaS Advisors, All	30 – 60 min
Survey Results and Implications for Our Work Today	TGaS Advisors, All	60 – 90 min
Becoming Indispensable Business Partners: Break Out Sessions		
<ul style="list-style-type: none"> Understand Collaborate Align Deliver Foundational Competencies 	Teams	90 – 120 min
Team Building / Fun	All	15 minutes
Becoming Indispensable Business Partners: Action Plan	All	60 - 90 min
Closing Comments and Next Steps	Client Sponsor, All	15 – 30 min

Examples of Workshop Content

Break Out Session Team Exercise

Session Objectives

1. Review strategic partner behaviors, understand survey results in context of stakeholder feedback and recent experiences
2. Identify top three (3) priorities related to the specific behavior
3. For each priority, determine specific set of actions, commitments and standards that the team and each individual will support to address the priorities
4. Identify any "quick wins" to address the priorities
5. Are there specific tools, procedures, process, or resources that will enable the needed actions
6. Determine how each of these actions can be tracked in a meaningful way
7. Brainstorm ideas on how these behaviors and standards can be reinforced and / or rewarded
8. Prepare to share feedback with team after breakouts

OA 360° Model



Action Plan Example

Understand Behavior—Priority 2: Build and leverage cross-functional expertise						
Actions / Activities	Processes / Procedures / Tools	How Do We Ensure Progress	Recognition / Reward Approaches	Resources Needed	Timing	Person / Team Responsible
<ul style="list-style-type: none"> Use / create catalog of training materials and leverage the existing product-specific training materials Create a marketing case study to educate team Develop training to better understand development process 	<ul style="list-style-type: none"> Develop training modules Leverage cross function mentoring program Adapt existing product training curriculum 	<ul style="list-style-type: none"> Measure stakeholder satisfaction Individual development plan progress tracking Use of and feedback on training programs Quarterly status reports in leadership meetings 	<ul style="list-style-type: none"> Reward / point system for completing and applying training Recognize champions 	<ul style="list-style-type: none"> Internal staff support Budget TBD 	<ul style="list-style-type: none"> Plan due in July Product training module in Sept Marketing case studies Nov Development process training in Dec 	<ul style="list-style-type: none"> John S. Mary D Pam T. Tom B.

About TGaS Advisors

Today, TGaS Advisors is the leading benchmarking and advisory services firm serving pharmaceutical commercial operations organizations. We provide the only comprehensive series of benchmarking solutions and advisory services for objectively improving the strategy and effectiveness of pharmaceutical operations organizations.

TGaS Advisors' proven methodology and deep proprietary database provides actionable insights for our clients and allows operations executives to take a proactive and strategic approach to supporting the commercial organization.