

OP Cheat Sheet

ONE PHILOSOPHY

Phase 1: SignalScan™ — Discovery & Trust Building

Consultant Guide Overview:

SignalScan™ is the foundational phase where the consulting team builds relational credibility, surfaces early insight, and sets the tone for a systemic approach. This stage requires high emotional intelligence, sharp listening, and the ability to translate unstructured feedback into strategic signals.

Primary Objective:

Establish early insight, stakeholder alignment, and consultant credibility.

Detailed Consultant Activities:

1. Kick-off Alignment with Sponsor Team

- Clarify success criteria, expectations, and key concerns
- Agree roles, timelines, and tone of engagement

2. Stakeholder Interviews

- Interview 8–15 key internal and external stakeholders
- Use Insight Harvesting Template to identify themes, contradictions, and signals of resilience or tension

3. Pulse Survey (Optional)

- Light-touch survey to identify team sentiment and perceived strengths across the six competencies

4. Narrative Capture

- Listen for organisational myths, symbols, and stories that reveal hidden dynamics and leadership culture

5. Insight Synthesis Session

- Consultant team identifies recurring patterns, barriers, and bright spots
- Translate insights into a provisional Resilience Hypothesis

6. Landscape Playback to Leadership

- Present early insights using the Organisational Landscape Map
- Invite feedback, co-sense areas for deeper exploration in Phase 2

Deliverables:

- Organisational Landscape Map
- Emerging Themes Slide Deck
- Stakeholder Sentiment Summary

Tools & Methods:

- Stakeholder Mapping Canvas
- Insight Harvesting Template
- Early-stage Resilience Radar View (Preview)

Consulting Value Add:

- Builds trust through curiosity, not conclusions
- Positions consultants as insight partners, not auditors
- Sets up a psychologically safe environment for deeper work
- Builds trust through curiosity and credibility
- Frames the bigger picture before diving into detail