Product and service guide

Imergo provides governance and risk management products and services to help enterprises protect and create value. Our design-led approach enables people and organisations to discover insights so that they can improve and learn. We achieve positive and sustained change by connecting people…with knowledge, with ideas and with each other.

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Prices are correct as at September 2019

Imergo's design principles

- **People before process** – We start from a human, people-first position: we trust people and their needs ahead of technology and process. Enterprises need first-class systems and processes to get things done to their high standards. However, a tendency to trust technology and systems first can reduce and diminish the ability for people to contribute their ideas, know-how and judgement in a meaningful and valuable way.

- **Visual, durable and portable:** Our products and outputs use graphics, colour-coding, categories and themes, so that insights, ideas and patterns can be generated to inform discussions and decisions. They can be used again and again to generate new information and valuable insights. Their convenient and portable size mean that they can be moved easily from location to location.

- **Our frameworks – your content:** Our offerings cover the main principles and ideas behind important business areas but are flexible enough to make the outputs generated relevant to your own enterprise. They provide the foundation for managing the activities that matter to your organisation. The frameworks that underpin them help you to create outputs that work specifically for you.

- **Content generation and curation:** If you're making a start on an area, the questions, principles or prompts contained in our approach and resources help create bespoke content for your activity or operation. Alternatively, you can use them for established areas to review quality, effectiveness or completeness. They have been designed to reduce 'organisational clutter' and distraction and focus mental effort on the things that we believe add or protect value.

- **Telescopic thinking – the ability to zoom in or out:** Many of our products and outputs contain 'header' cards or summaries that introduce the main principle behind a subject and these can be used to formulate an overview of that issue. Our offerings also go deeper and support the exploration of those areas in more detail to stimulate closer analysis and thought about component parts of that area. They embrace the ability to think and debate at a broad, high-level area or the option to have a 'deep dive' – we call this telescopic thinking.

- **Using our offerings is the start and not the finish:** The ideas that underpin them support repeated use where the principles and ideas from their deployment in one area and can apply learning and knowledge to another. Alternatively, they can be used to revisit a selected issue multiple times to track progress, improvement and identify further actions.

How to use our offerings

There are common themes that underpin how our products work and they have been developed with particular design principles in mind. We have identified below, some of the ways that they can be used. These suggestions are not comprehensive or prescriptive – ultimately it's up to you, the user, and you are limited only by your own imagination and ingenuity.

Levels of working

Big picture: Many of our products contain 'header' cards or summaries that introduce the overarching principle behind a subject. These can be used to formulate an overview of that issue to support a broad, high-level debate.

Deep dive: They can also be used to go deeper to explore those areas in more detail, to stimulate and support closer analysis and thought about component parts of that area.

Level of participation

Working in isolation on a specific, technical issues for the purposes of detailed analysis: Many knowledge and information workers prefer to process their thinking on their own before communicating their work and ideas more widely – our products support this way of working.

In groups: Our products are designed to promote collaborative thinking and working. This might be in small technical or project teams that focus upon a specific issue in detail. Alternatively, they might be in wider, more general and diverse audiences to create a bigger debate or generate a larger discussion – for example, workshops, clinics and formal meetings.

What can our offerings can be used for?

The short answer is, it's entirely up to you. However, we think that our products lend themselves to the following uses.

Defining, clarifying or agreeing a position on an area or issue.

Identifying opportunities for improvement or tackling problems.

Exploring different points of view; resolving conflicting opinions.

Planning and mapping processes and activities; developing action plans.

Prioritising – people, time, assets and information; making decisions.

Specifying criteria; setting standards and quality.

Reviews and checks – assessments, testing, health checks; benchmarking and performance measurement.

Future focus – idea generation, what-if scenarios.

Role and responsibility definition; people development and talent management; succession planning; skills audits.

INFO:RM – *a toolkit of 100 ideas, prompts and challenges to help organisations build their risk management capability*

INFO:RM is our resource for leaders and managers who need to create tailored and intelligent approaches when organising, resourcing and supporting risk management in their enterprises. It helps them identify what they need to put in place to be more effective. INFO:RM also supports risk professionals and knowledge workers in enhancing their work in managing uncertainty and building a risk intelligent enterprise.

INFO:RM is our toolkit to support and enhance the intelligent conversations that take place about risk within organisations. It aims to help thought-leaders and decision-makers to ask great questions, gain better insight and identify areas to improve their risk management.

The aim of INFO:RM is to get people talking about risk. Its purpose is to bring people together to meet, discuss and even disagree, before making decisions about the uncertainties that their organisations face. Our toolkit supports and promotes collaboration and the sharing of knowledge and ideas to improve risk management.

Many methods adopt a 'boiler plate' approach, resulting in outputs that can look and read just like everyone else's. At Imergo, we know that each organisation has its own characteristics, aims and needs. INFO:RM provides a structure for you to develop your own approach, content and answers. The pack contains 100 ideas, prompts and challenges about risk for your organisation and it is supported by a 56-page coaching/facilitator guide.

Price: £85 (plus VAT)

Find out more: https://imergo.co.uk/product/inform-risk-cards/

Elements of risk – *a resource for leaders and managers who want to understand and address causes as well as the effects of risk*

Our wallchart will help make sense of the factors that drive organisational risk and manage their causes. It helps to identify, understand and anticipate the elements of risk in operational situations so that working in conditions of uncertainty can be managed more effectively.

Operational risk remains a real challenge and an opportunity for organisations but there are too few tools available to support this work well. This can result in 'tick-box thinking': the desire to quantify areas that are difficult and subjective to measure, or the danger of relying on single sources of evidence and information. Risk never happens in isolation and there are often multiple factors involved in the emergence and management of uncertain events.

This resource recognises that there are many aspects to risk that can be identified and managed. We do not believe in getting hung up on making risk fit into a some arbitrarily derived numeric value. At Imergo, we believe it is better to generate content and debate through the prompts and ideas that our wallchart contains as a basis for identification, assessment and improvement.

It is for those involved in managing and delivering operations where risk and uncertainty may exist. However, we see its use as being wider, for example, to help other interested and invested parties establish 'what good looks like,' or to help those responsible for quality and oversight to formulate an approach that provides an ongoing picture of risk in their organisation's work.

This wallchart is available in two formats:

Price: A1 paper size – **£30 (plus VAT)**

Price: A2 paper size – **£18 (plus VAT)**

Find out more: https://imergo.co.uk/product/elements-of-risk-wallchart/

Strategic risk chart – *how to identify and assess strategic risk*

This is our resource to help boards and senior teams identify, discuss and address the strategic risks that impact upon their enterprise's mission and objectives. At their most acute, these risks can threaten the success and sustainability of an enterprise.

Many responses, tools and techniques seek to address strategic risk through the deployment of established approaches that only really fit risk management in an operational setting – such as risk registers. In our experience, this often leads to outputs that are difficult to measure and action. Our strategic risk charts enable the wider debate and discussion that can support intelligent decision making; they recognise that we live in conditions which are volatile, uncertain, complex and ambiguous.

The design of the charts groups important elements of strategic risk(s) together: sector forces, market forces, trends and social/economic aspects, with prompts and suggested considerations to support group and collaborative working inside enterprises.

This is a set of five-sheet, colour wallcharts and is for those involved in leading and setting direction in relation to strategy and needs support in identifying the uncertainties shaped by changing external environments.

This wallchart is available in two formats

Price: A1 paper size – £100 (plus VAT)

Price: A2 paper size – £60 (plus VAT)

Find out more: https://imergo.co.uk/product/strategic-risk-wallchart/

Project Success cards – *a resource for people who want to de-mystify projects and make a success of change*

Our toolkit promotes the sharing of ideas and knowledge about project delivery. Using our know-how of projects and project management we have distilled this into what we consider to be the essential factors of project success. While theoretical frameworks or principles are valuable, ultimately success comes from people working collaboratively towards a common, shared goal and purpose. Our experience indicates that there can be reliance on 'process', which again, we recognise as important/ However, real commitment comes from engaged communities of people working together – enabled and empowered to contribute ideas, opinions and expertise.

At Imergo, we have found that in some project environments it is difficult to articulate what it is needed to provide project success. This can often be because the language used by project professionals can be inaccessible to some of the audiences that will use and benefit from the outputs and outcomes of a project. Or, it may be that starting from scratch, project teams do not know where to begin, or what questions to consider to create favourable project conditions.

This pack is for anyone involved in a project. This may mean conventional groups such as project teams and boards, suppliers and users. However, it has been designed to help any interested and invested parties establish 'what good looks like,' or to help those responsible for quality and oversight to formulate an approach that provides an ongoing picture of the 'health' of a project. The product consists of 90 cards that provide ideas, prompts and challenges to help deliver project success.

Price: £65 (plus VAT)

Find out more: https://imergo.co.uk/product/project-success-cards/

Consultancy and training services

Imergo also provides services and training and recognise that your organisation will have specific training or development needs. We work with you to build solutions, consultancy or training content that works for you. Our offerings include:

Risk management:

- **Policy and framework design:** developing and implementing approaches to manage and control risks to which your organisation might be exposed;

- **Stakeholder assessment and communication:** designing ways to meet the needs of your stakeholders and help build effective communication and engagement;

- **Identification and assessment:** detecting and evaluating risk factors that could affect your organisation's risk strategy; and,

- **Risk management and response:** developing and implementing procedures to mitigate identified risks.

Projects and programmes:

- **Risk management**: providing solutions and advice to support benefit measurement and realisation of projects and ensuring that change initiatives are managed within time, cost and quality measures;

- **Readiness and culture assessments:** identifying, assessing and advising on the factors that support successful project delivery; and,

- **Project and programme assurance:** independent reviews and health checks to support those who govern and oversee their organisation's change agenda.

Business storytelling:

We recognise the power of stories in changing and improving organisations. They are rich with content and provide opportunities to develop and enhance current practices. We use proven techniques in storytelling to give a deeper, more comprehensive picture of how things work and to help provide greater understanding of, and commitment to, leading and managing organisations.

We tailor our services and training to meet specific client needs. As a result, the length, content and delivery of these offerings will vary for each enterprise and the pricing of each solution or event would be based on individual needs.

To find out more visit https://imergo.co.uk/coaching-and-consulting/

We make sense of risk

www.imergo.co.uk