

Case Study

Interim Management



MyKnowledgeMap Ltd



MyKnowledgeMap Ltd was founded in 2000 and produces web based software and knowledge systems to support individuals in the learning process. The company's dynamic team offers end to end support for learning and development; from skills self assessment packages designed to help identify training needs, to e-learning content that supports people in closing their skills gaps, thorough to personal online learning spaces and e-portfolios where people can reflect on and record the learning they've achieved.

Since it began, the business has developed strong partnering links with many blue chip organisations such as Manchester Metropolitan University and Glasgow College of Commence as well as a strong international overseas partnership programme.

The Challenge

In 2007 MKM was anticipating rapid growth and Rob Arntsen the founder and CEO recognised that the management team needed support to enable the business to achieve its growth potential. The company first became involved with Knowledge Processes Ltd in 2006 through an initiative they undertook to develop different sales channels. Recognising the company's ambitious growth plans Leigh Foster suggested that the company would benefit from external management support through the High Growth Coaching pilot and KPL was then invited to guide them through the scheme.

The Solution

Following an initial workshop the team rapidly took on

the task of developing an action plan to identify and develop the key business processes that would make a difference to the organisation.

Specific areas addressed included; staff induction and appraisal processes, project management, sales tendering, and operations. This enabled the management team to develop the key skills needed to successfully manage the business and its growing list of clients.

Within the assignment timescale a number of new business processes were identified and implemented within a business framework; from new starter inductions, to robust internal structures to staff appraisals.

During the project a new sales team was established, and interaction between the sales team and the existing operations group was carefully managed to ensure that clients were best possible experience from initial enquiry through to project completion.

The Benefits

As a direct result of the assignment Significant personal growth and development of the individual directs has been achieved, improving their capability to think strategically and manage the business.

As a result the confidence and ability of the management team has improved greatly

The development of new business processes has resulted in improved staff retention and effectiveness. More effective project management tools have been developed and implemented and a greater awareness of commercial constructs has been developed. The presentation skills of the senior management team have been greatly improved and six new posts have been created to enable new products and solutions to be developed for Blue Chip businesses such as the Sector Skills Council Improve and Cogent; Tesco and the NHS

Knowledge Processes Ltd

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MyKnowledgeMap Ltd continued

Customer Testimonial

“The coaching delivered by Leigh Foster was of a high quality and we were highly impressed with the results. Many of the initiatives we have put in place would not have been started without such an external influence. Our next challenge is to maintain the momentum created and we hope to continue the relationship we have built with our coach moving forward. The high growth coaching scheme provided a valuable opportunity for our management team to develop their skills and really take a lead in managing our rapidly growing business, freeing up valuable time for the directors to think more strategically about potential for further expansion”

Mike Moran
Board Director MyKnowledgeMap Ltd

“The HGC project provided an opportunity for us to develop ideas and tools that we could make use of and test with Leigh Foster before implementing them. We enjoyed the interaction with experienced coach and look forward to the exciting new business opportunities as a result of the work we have undertaken”

Tom / Becky
Directors - MyKnowledgeMap Ltd