



## BANKS INTERNATIONAL'S PRE-CONSULT PROCESS



A Pre-Consult is a visit by Banks International to a prospective customer, where one or two days of actual consultation are offered at no cost. During the Pre-Consult, our focus is on areas of interest to the client. A Pre-Consult is effected free of charge in exchange for the customer covering travel expenses.

### Why We Do It

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For a very low cost, clients get an outside, unbiased perspective as to their challenges. This always helps. They get to know who we are and what we do and determine if using our services can help.

We have an opportunity to help the customer, as well as collect data for our ongoing research into several areas.

### What We Do

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We carry out an assessment, and provide a perspective (albeit limited) of needs detected, potential problem areas, and of any other conditions that may merit action by the customer. Additionally, we provide the customer with possible solutions for consideration, should they apply.

While Pre-Consult days are actual consultation days, it is our policy not to charge customers for the days.

### What You Do

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We ask clients to cover our travel expenses so that the investment in the exploration is mutual. We also ask that the client arrange for brief interviews with key players in the organization.

### Contact Us

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For an estimate of travel expenses, please e-mail us at or visit our website.



### A Typical Pre-Consult could include some or all of the following:

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- ♦ Interview with principal contact: What is/are the situation or challenges you face?
- ♦ Interview with the organization's leadership. How do *they* see the situation or challenge?
- ♦ Informal interviews with employees impacted by situation. How do *they* see things?
- ♦ Conduct a mini Culture Audit to identify values and assumptions influencing behaviors, as well as other behavioral influences.
- ♦ Analysis of data from interviews and mini Culture Audit.
- ♦ Determine possible recommendations.
- ♦ Analysis of relationship between situation and the culture, conditions of situation, influence of behaviors on situation, problem solving effectiveness, and more.
- ♦ Meeting with principal contact to review data, analysis, and evaluations, and to discuss possible recommendations and next steps
- ♦ Presentation to top leadership on findings, recommendations, and action plans to be considered.
- ♦ Meeting with principal contact to plan next steps.

### Experiences

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The majority of our customers had a Pre-Consult visit prior to engaging our services. Customers include AutoEuropa, Cummins Engine, Ford Motor Company, General Motors, Molex, Motorola, NCR, Rassini, TRW, and Volkswagen, amongst many.