

# SERVICE MODEL REVIEW, DEVELOPMENT AND OPTIMIZATION

WEDNESDAY 8 NOVEMBER 2023  
9AM - 12PM

Facilitated by:  
Lorraine Poulos & Associates

## Key deliverables:

1. Outline of clear learning objectives and outcomes to be provided prior to the training
2. Define how to review a service or organisation
3. How to establish a transition strategy based on current and future state requirements
4. How to critically analyse existing services to determine viability into the future
5. Assess the development of new service types, and their feasibility given current resources
6. Practical tools to achieve business objectives and goals
7. Provision of learning materials, workbook, and competency task assessments
8. Provision of resources to assist in further knowledge and skills-building
9. Opportunity to provide feedback on training and resources
10. Certificate of Attendance upon completion

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