

ARCHITECT™ – understanding 9 platforms of consulting by design

AWARE™

RATE™

CREATE™

HELP™

IMPLEMENT™

TEACH™

EMPOWER™

CARE™

TRUST™

architect definition

An architect is a person who plans, designs and oversees the construction of buildings. To practice architecture means to provide services in connection with the design and construction of buildings, and the space within the site surrounding the buildings that have as their principal purpose human occupancy or use. Etymologically, architect derives from the Latin architectus, which derives from the Greek arkhitekton (arkhi-, chief + tekton, builder), i.e. chief builder.

iiCC ARCHITECT™ definition

An iiCC workplace ARCHITECT™ is responsible for assisting you with implementing your strategy for change by design. A workplace ARCHITECT™ must understand your organization's requirements and recommend a workplace solution that helps meet your current and future needs. A workplace ARCHITECT™ may facilitate meeting business objectives such as:

- Reducing property costs
- Reducing expenditure
- Improving business performance
- Improving service standards
- Improving team efficiency
- Improving team culture and morale
- Minimizing and mitigating business liability and loss

A workplace ARCHITECT™ may also assist you with merging two or more organizations or cultures and relocating or consolidating occupied buildings. In more simple terms, a workplace ARCHITECT™ provides a response to either running out of space, having too much space, or wanting to introduce organizational change.

A workplace ARCHITECT™ focuses on how to use your space more efficiently and effectively. Recommendations often include moving from cellular (predominantly private office) environments to open plan, or introducing new ways of working and moving to a flexible working environment. Flexible working is where you and your team have access to a range of work settings, including workstations. This can include sharing work spaces (hot-desking), task-sharing and role-sharing.

ARCHITECT™ – defining each platform

AWARE™

AWARE™ is the first platform in consulting by design. Your iiCC helps you become aware of the current state and future direction of your property management business. The AWARE™ form assists you with becoming aware of your business' strengths, opportunities and uniqueness, as well as operational and service liabilities, risks and unnecessary loss.

RATE™

RATE™ is the second platform in consulting by design. As you are now aware of how your property management business is really performing, you now use the RATE™ form to honestly and accurately rate your business. Your iiCC guides and nurtures you during this process of change and reengineer, opening your eyes to the improvements taking place within your business.

CREATE™

CREATE™ is the third platform of consulting by design. Now that you are aware of the true state of your property management business and rated it with honesty and accuracy, you can now begin the next platform of creation. In the CREATE™ platform your iiCC helps you build your path and timeline of change and reengineer in accordance with your vision, values, mission, culture and standards.

HELP™

HELP™ is the fourth platform of consulting by design. Now that the creation of change has been designed, your iiCC helps guide and nurture you through every PILLAR™ of change.

IMPLEMENT™

IMPLEMENT™ is the fifth platform of consulting by design. Now that your path to change and reengineer has been created, you are ready to receive help through this process. The key component of change is implementation – implementation of ii processes, resources and training. In order for change to be 100% successful, it is imperative that all three ii property management business solutions components are implemented.

TEACH™

TEACH™ is the sixth platform of consulting by design. In this platform your iiCC teaches you everything about your business, including the creation and seizing of future opportunities and how to take full control of your service, operations and team. Your iiCC also teaches your team how to be inspired about their current and future direction in property management.

EMPOWER™

EMPOWER™ is the seventh platform of consulting by design. By now you and your team have been taught about your current and future potential, roles and opportunities. As well, the ii processes, resources and training are fully inducted into your everyday business operations and you and your team feel empowered to use them. You and your team are also empowered to understand that these components never need to change, even if your team and working environment changes, because you and your team understand that these components ensure your property management business' long-term success.

CARE™

CARE™ is the eighth platform of consulting by design. As your iiCC has taken you and your team on a journey through change, one with many highs and lows, they have demonstrated that they are with you every step of the way and will see you through to the end. Your iiCC has demonstrated that they truly care for you and your business. Your iiCC will use the CARE™ form to demonstrate the path that you have taken, showing where you have come from to where you are now, and where you will continue to work towards – the property management *Pinnacle of Success™*.

TRUST™

TRUST™ is the ninth and final platform of consulting by design. It is at this stage that your iiCC should have gained your team's trust and proven that they are truly working towards a win-win outcome for all involved parties. During this final platform your iiCC uses the TRUST™ form to formalize your journey – past, present and future.

your journey

Your journey will be long, and at times laborious. But, your iiCC will stand by you every step of the way. They have been on this journey with many property management business owners many times before so know what to expect, when to expect it and how to overcome each challenge. Their role is to help you through each platform to ensure you achieve long-term business success.