

Frequently Asked Questions

Do you have questions about how the Discovery Workshop works? The following is a look at what to expect, how we run the sessions, and how our Discovery Workshop can help you better understand the current environment before deciding where to focus cost and time on improvement efforts.

1. Is this workshop right for our organization?

This workshop is designed for teams and leaders who want to improve how they deliver and support services, even if you're not quite sure where to start. You don't need to know the solution or even agree on the underlying problems in advance. In fact, that's often why organizations engage us.

The workshop may be a good fit if one or more of the following sound familiar:

- Customers or employees are frustrated with the quality or consistency of service
- Different teams have developed different ways of working
- Leaders have different opinions about what's causing the problems
- The same issues continue to arise despite various improvement efforts
- You're considering AI, a new technology, or another major improvement initiative, but you're not sure whether it will address the underlying issues
- You have plenty of metrics but they aren't helping you decide where to focus next

The Goal: The purpose of the workshop isn't to prescribe a generic solution. It's to help you build a shared picture of what's truly driving service quality and then agree on practical, prioritized next steps for improvement.

2. Who should attend?

These workshops are most effective when we bring together a cross-section of people who design, manage, and deliver services every day. Bringing together multiple perspectives helps everyone develop a shared understanding of how the organization currently operates and where the greatest opportunities for improvement exist.

We typically recommend a focused group of 8–12 participants, such as:

- IT or Service Delivery leadership
- Service Desk management
- Service Team leaders
- Practice leaders responsible for key service management practices, such as Incident, Request, Knowledge, Change, or Problem Management

- Representatives from other technical or business teams that play a key role in delivering services

You don't need to include every team or every leader. We will work with you ahead of time to select the right group based on your specific goals.

Why this matters: One of the most valuable outcomes of these workshops is hearing how different teams experience the same work flows. Those conversations often reveal assumptions, dependencies, and opportunities that wouldn't be clear otherwise.

3. What happens during the workshop?

We use a structured, step-by-step approach to examine your organizational structure, governance, processes, technology, and leadership habits.

Rather than rushing straight to solutioning, we start by mapping out the current reality. We lead honest discussions about various perspectives and identify those factors that have the greatest impact on service quality.

By the end of the session, your team will have a shared understanding of where things currently stand, agreement on key opportunities, and a practical, prioritized roadmap.

4. What should we prepare beforehand?

We intentionally keep the preparation work to a minimum so we can spend our time together to discuss your organization rather than conduct detailed fact-finding.

Before the workshop, participants are asked to complete a short questionnaire that's designed to capture individual perspectives on strengths, symptoms, and pain points. We also ask you to complete a short exercise that involves experiencing one or more of your own services *from the customer's perspective*.

These preliminary steps give us a healthy, real-world perspective before we step into the room to ensure that our discussions are focused, productive, and grounded in reality.

5. What do we receive afterward?

Within a few days of the workshop, you will receive a summary of our observations, including identified strengths, opportunities that are having the greatest impact on service quality, and practical recommendations for improvement.

We also provide a prioritized roadmap that you can use to guide future improvement efforts. Rather than trying to improve everything at once, the roadmap identifies practical priorities and a logical sequence for moving forward.

6. What makes this different from a traditional assessment?

Many assessments focus solely on measuring maturity by comparing your organization against a predefined set of best practices. While these are valuable, they don't always explain why you're experiencing the challenges you face today or where to begin improving.

We look at how your real-world organization, governance, people, processes, and technology all work together. This gives you a clear, grounded picture of your operation so you can make confident, practical decisions about where to invest your efforts.

7. Why a flat fee?

Achieving clarity shouldn't require a complex, open-ended consulting contract. We believe that the first step toward improving your organization should be simple and predictable.

We offer the Discovery Workshop for a simple flat fee so your investment is completely predictable from day one.

Our objective is to deliver immediate, standalone value. Whether you choose to implement the roadmap internally or partner with us for ongoing guidance, the choice is entirely yours.

Still have questions?

If you have additional questions or would like to discuss whether a workshop makes sense for your team, let's talk.

Every organization is different, which is why we tailor each workshop to your goals, challenges, and current environment.

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Better Service Starts with Design