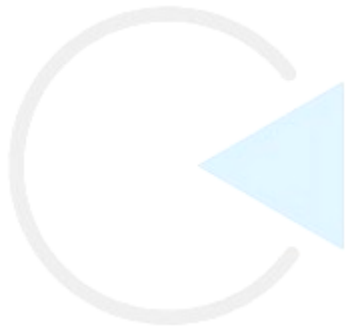


OVERVIEW

We are experienced change management specialists with a focus on the people aspects of strategic change. We concentrate on the **people-critical factors** within processes, structures and technology to support organisational growth and development. By providing **innovative consultancy, learning & development and executive coaching solutions** to performance issues, we enable organisations to achieve their full potential. For our clients...

**...success becomes
SECOND NATURE**

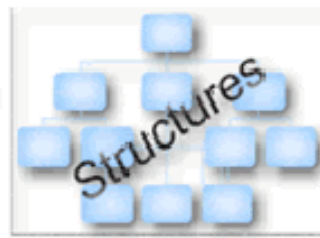


With over **20 years in business**, we have extensive experience across a wide range of organisations within both the Private and Public sectors. And our experience is **hands-on**, so we work closely alongside our clients to help them realise their dreams.

OUR CLIENT LIST

We are pleased to include the following organisations, amongst others within our current and past client base:

- ◀ Ashridge College
- ◀ British Regional Airlines/
BA CitiExpress
- ◀ Egg/Prudential Banking plc
- ◀ First Caribbean Bank
- ◀ HM Treasury
- ◀ Intelligence Finance
- ◀ LloydsTSB
- ◀ Manx Airlines
- ◀ Marks & Spencer
- ◀ Norwich Union
- ◀ The AA
- ◀ The Benefits Agency
- ◀ The Chartered Institute of
Personnel & Development
- ◀ The Chartered Management
institute
- ◀ The Halifax Group
- ◀ The Home Office
- ◀ The John Lewis Partnership
- ◀ The Learning & Skills Council
- ◀ The Ministry of Defence
- ◀ University of Portsmouth
- ◀ Victoria University, Wellington,
New Zealand
- ◀ Many SMEs



ABOUT YOUR ORGANISATION

Today, many organisations recognise **the importance of their people** to long-term prosperity and growth. The commitment and motivation of staff have been shown to be central to achieving sustained organisational success.

We recognise through our work with highly successful organisations that those which are team-based and/or people-centred are more likely to **achieve high levels of success**.



So your organisation is keen to grow and develop, relying on its staff to grow with it, to be stakeholders in its success.

Your people are seen as being at the core of your success; they are proud of their achievements and recognise that **they have not finished yet**.

For everyone, at all levels, **change is challenging**; yet with proper support to facilitate action, it is not frightening.

On the pages which follow, we describe the range of services we offer. They can be used as part of an integrated, coherent, strategic plan or as stand-alone services.

If you'd like to learn more just call or email us, or use the faxback form at the end of this brochure.

We look forward to talking to you.

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ABOUT US

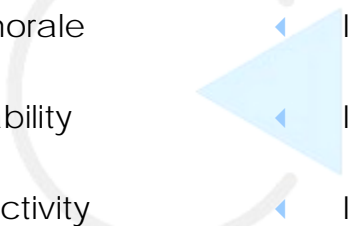
Vision

We will be a **supplier of choice** for innovative yet practical and enduring people-centred change management solutions.

Mission

We will achieve our vision through excellent delivery of outstanding executive coaching, learning & development and management consultancy services which are **firmly aligned with our clients' needs**.

The Benefits to Our Clients

- 
- ◀ Improved staff morale
 - ◀ Improved staff retention
 - ◀ Improved profitability
 - ◀ Improved creativity
 - ◀ Increased productivity
 - ◀ Increased innovation

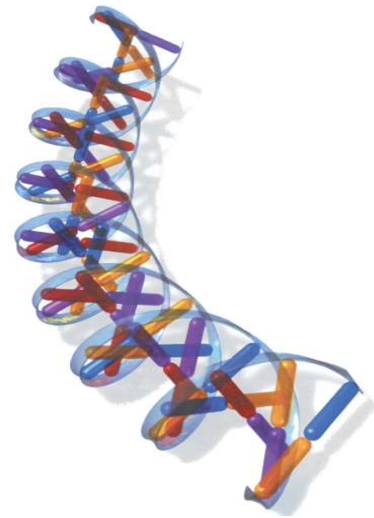
We specialise in transforming organisations through their people. Our experience, gained over 19 years in the field, tells us that change programmes go wrong primarily because of people issues. Through **an integrated approach** encompassing consulting, learning & development and coaching services, we enable clients to ensure that success is part of their culture.

Of course, we recognise that people work within an environment which includes structures, processes and technology so we ensure that our approach places them within this context. By working in close partnership with our clients, they benefit from a **transfer of skills and knowledge**, and from ownership of solutions arrived at through joint diagnosis and implementation.

CHANGE MANAGEMENT

For us, change is a regular feature of our working lives, **it's part of our DNA** and, whilst it remains challenging, we have a range of strategies to help our clients to manage and implement the most complex requirements. We have managed or been instrumental in five product launches since 1989.

One launch was over 40 man years' effort in terms of our contribution in over just 8 months. We are **used to working under enormous pressure** alongside our clients yet, through the maintenance of highly effective communications, we have succeeded in achieving the highest levels of morale.



Successful Change Management requires **a 3-Dimensional approach**:

The Task includes the content of the change programme supported by the business case, the analysis of where the organization is now, where it wants to get to and how it will get there.

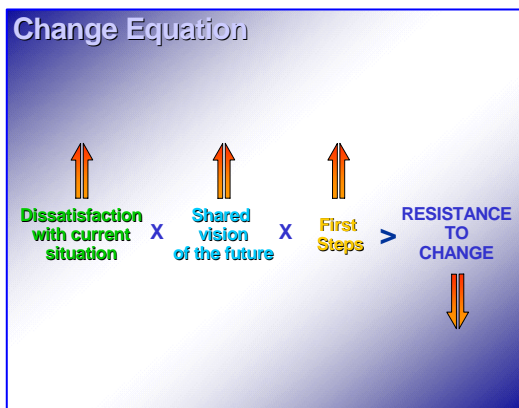
The Procedures detail the methods and techniques that will be used to manage the change programme. This area includes not only technical procedures but also the communications strategies which will be required to support the change programme.

The Processes address the people aspects of the change, changes in how they will interact and operate, any new skills required, learning and development issues, preparing the people for change, applying the communications strategies, identifying likely barriers to the change and developing strategies to

Managers need to be aware that members of staff have different views of change programmes; some feel extremely threatened by them and may either consciously or sub-consciously **sabotage change** whilst others are strong

advocates of the change, creating the required vision. Between these two positions are a number of shades of grey.

So **preparing people for change** is a vital ingredient of the change programme. Managers can achieve this via a number of approaches, one of which is the Change Equation. This model suggests that, by raising people's dissatisfaction with the current situation AND by raising their shared vision of the future AND by gaining their acceptance of the first steps on the path to the new situation, their resistance to change will be significantly reduced. If any one of these factors on the left of the equation is missing, then we have no impact on reducing resistance to change.



Throughout the change process, managers need to be acutely aware of the differing influences impacting their people; they need to revisit the need for the change and regularly **communicate that need**, aligned to the change equation.

Our Programme and Project Management processes are guided by your own company methods, or by the nationally recognised PRINCE 2 structure. In addition, we have very extensive experience of applying PM principles to a wide range of scenarios and industry sectors to achieve controlled change.

As an example of our commitment to standards, we are actively involved in the British Computer Society's Project Management Certificate programme, raising **national standards of professional practice** to improve the UK's competitiveness.

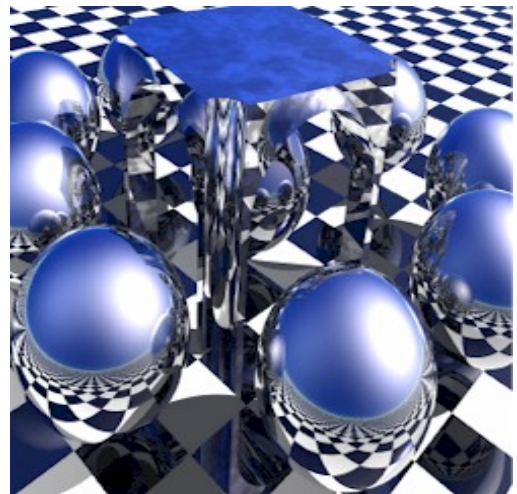
To find out more, just call us now.

HOW WE WORK TOGETHER

We specialise in **changing business through people**. Our experience, gained over 20 years in the field, tells us that change programmes go wrong primarily because of people issues so our work has a strong bias towards the people aspects of strategic change. Through a **coherent, integrated approach** encompassing consulting, learning & development and coaching services and products, we enable clients to ensure that success is part of their culture.

Our services are specifically geared towards **accelerating business performance**. We achieve this by working in close partnership with our clients. They benefit from a transfer of skills and knowledge, and from ownership of solutions arrived at through joint diagnosis and implementation.

We apply our expertise in consultancy, learning and development and coaching to bring powerful and enduring change within organisations, teams and individuals. You can select an integrated approach utilising any or all of these skills; we explain in the pages which follow how you can use the elements of this integrated approach to **bring benefits quickly and effectively**.



Where possible, we will apply our standard processes to bring your requirements to fruition. That way, you **save time and money**. However, we do understand that, from time to time, it will be necessary either to **tailor our products and services** to your specific needs or to develop bespoke solutions. We'll happily do that but the choice is always yours.

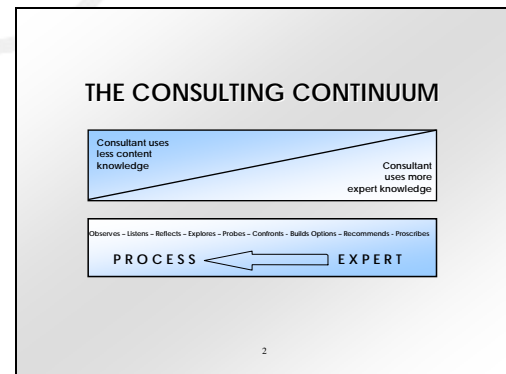
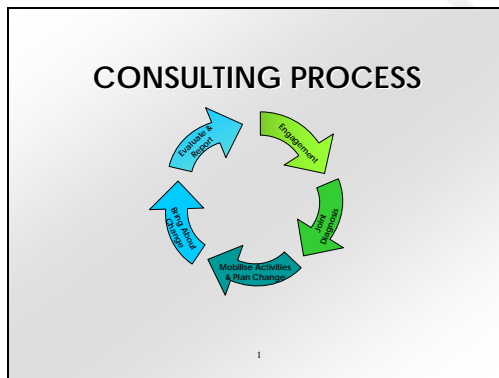
Together, we'll deliver **improvements to your bottom line** as soon as possible, just as we have done for our other clients.

We offer a **portfolio of integrated services** designed to enable rapid and effective implementation of change within organisations. These include:

- ◀ Consultancy
- ◀ Coaching
- ◀ Learning & development
- ◀ Managed Services

CONSULTANCY

Our consultancy expertise spans 20 years and follows two basic patterns, both of which are designed to engage with and utilise client processes:



LEARNING & DEVELOPMENT

Our Personal Learning & Development portfolio is **extensive and flexible**. We can deliver programmes via a variety of media including intranet, CD-ROM, downloadable documents and classroom environments. And we can run the learning management task on your behalf.

Our public, in-house and train-the-trainer offerings include amongst others:

- ◀ Assertiveness
- ◀ Creativity & Innovation
- ◀ Emotional Intelligence Workshop
- ◀ Handling Difficult People and Circumstances
- ◀ Interviewing Skills
- ◀ Management Basics
- ◀ Motivation Skills
- ◀ Successful Interviews
- ◀ Coaching for Managers
- ◀ Emotional Intelligence Programme
- ◀ Facilitation Skills
- ◀ Influencing Skills
- ◀ Leadership
- ◀ Managing Change Programme & Project management
- ◀ Team Building

If you don't see what you want, just call to find out if we can help in any way. The chances are that we can quickly source expert learning & development people for you.

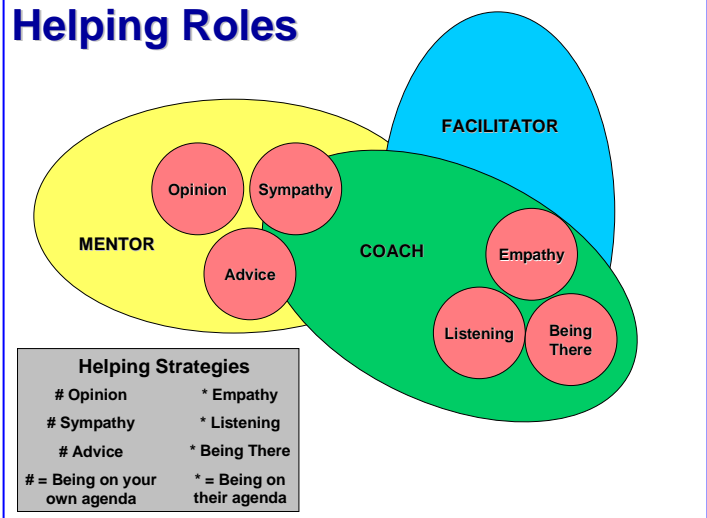
COACHING

Coaching is an **interactive process** where the coach guides and facilitates the client's progress towards defined goals. These may concern relationships, career, self-confidence, financial matters or a more general uneasy feeling that life has "drifted off course". Coaching is a one-to-one relationship between client and coach. We conduct **regular sessions** either face-to-face or over the telephone with actions undertaken by the client between each session.

Coaches help their clients to identify what they want to

achieve, whether it's in their personal, professional or public life. Once identified, the coach **supports the client** throughout their quest to achieve their goals, helping to keep the client focused and on track and to overcome any challenges and obstacles on the way to achieving their goals.

Helping Roles



Executive Coaching



So what is executive coaching? This coaching for performance improvement is career-focused. It is concerned with enhancing a person's performance at work through changes in behaviour. **Successful people have a coach.** Most highly successful people can name at least three people who have been instrumental in their success by coaching them, sometimes also acting as a mentor or just being a great role model. Coaching enables more effective use of existing knowledge and abilities as well as acquiring more know-how and lateral

thinking ability. It is about removing hurdles and overcoming barriers which lie in the way of peak performance. For many, coaching is the most effective developmental process of all.

As well as coaching individuals to better performance, we are also happy to develop your managers to become coaches themselves or to adopt coaching as a leadership style when appropriate.

Coaching achieves the best results if it is facilitated on a regular basis, say monthly over a period of 6 - 12 months.

The Benefits to You of Coaching

- ▶ Executive Coaching is a one-to-one personal development programme. So it is highly focused on specific needs.
- ▶ The programme need not take you away from your job.
- ▶ It is based on your real-life issues so the outcomes have immediate effect in the workplace and on your career.
- ▶ It is flexible and adaptable.
- ▶ It is based on mutual understanding and respect so the coaching environment, though sometimes challenging, is safe and supportive.
- ▶ You receive regular feedback.
- ▶ It is cost-effective.
- ▶ It can be transformational.

MANAGED SERVICES

In today's hectic operating environment, it's often important to **concentrate on the core** aspects of your business whilst delegating some or all of the support activities to others who are more experienced in the specific role. We are pleased to offer **fully Managed Services** in the following areas:

- ◀ **Human Resource Management**
- ◀ **Occupational Psychology**
- ◀ **Personal Development (Learning & Development)**
- ◀ **Project and Programme Management**
- ◀ **Staff Selection & Recruitment**

If you don't see the Managed Service here which particularly interests you, just call us. We have a number of experts across a **wide range of disciplines** so the chances are that **we can help**.

FAXBACK

For more information, please complete this form and fax or post it to us.
Alternatively, please telephone to discuss any aspects of this
information pack which may interest you.
Finally, you may prefer to email us.


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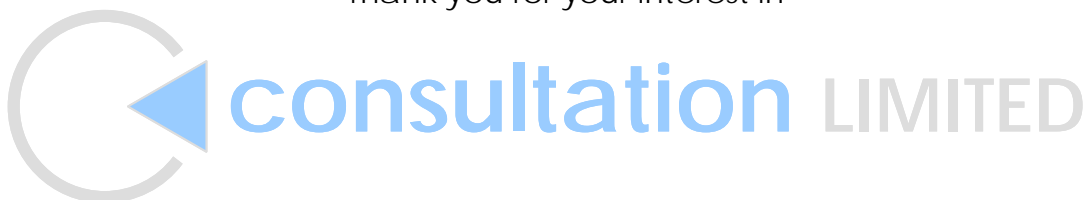
Title:	First Name:	Last Name:	
Position in Company:			
Company Name:			
Address:			
		Postcode:	
Telephone:		FAX:	
Email Address:			
My specific area of interest is:			
Please call me to discuss further	YES	NO	
Please call me to arrange a meeting	YES	NO	

Should you wish a colleague to receive a copy of this information pack, please also complete and forward the section overleaf.

REQUEST FOR ADDITIONAL INFORMATION PACK

Title:	First Name:	Last Name:
Position in Company:		
Company Name:		
Address:		
		
County:	Postcode:	
Telephone:	FAX:	
Email Address:		

Thank you for your interest in



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