

consultation LIMITED
success becomes second nature

Organisational Performance Improvement

ENABLING ORGANISATIONS TO FAST-TRACK THEIR PATH
TO SUSTAINABLE SUCCESS THROUGH INTEGRATED
COACHING, MENTORING, LEARNING &
DEVELOPMENT AND CONSULTING SERVICES

January 2010

www.consultationltd.com

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OVERVIEW

We are experienced business acceleration specialists with a focus on the people aspects of strategic change. We concentrate on the people-critical factors within organisations because they are the key to organisational growth and development. By providing innovative coaching, mentoring, learning & development and consultancy input to performance issues, we enable organisations to achieve their full potential in a sustained way. 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.

ABOUT YOUR ORGANISATION

Today, many organisations recognise the importance of their people to long-term prosperity and growth. The commitment and motivation of staff are indisputably at the centre of 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 recognised as being at the core of your success; they are proud of their achievements and understand 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.

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ABOUT US

Consultation Limited specialise in changing business through people. Our experience, gained over more than 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 coaching, mentoring, learning & development and consulting services, we enable our clients to ensure that success is part of their culture. Our services are specifically geared towards accelerating business performance by working in close partnership with our clients.

Our Vision

We will be a supplier of choice for innovative yet practical and enduring people-centred performance improvement and business acceleration services.

Our Purpose

We will significantly enhance the prosperity of our clients, their people and the communities within which they work by enabling them to grow and develop through the provision of an evolving range of performance improvement and business acceleration services which meet and exceed their stated and unstated needs.

Our Mission

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

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HOW WE WORK TOGETHER

We recognise that your organisation needs to grow and develop if it is to be the success you want it to be. By applying our integrated business performance acceleration processes to your existing business environment, structures, processes and technology, you'll quickly shift your people into top gear. It's this powerful combination of 'hard' and 'soft' solutions to performance issues that will make the difference.

With more than 20 years of experience, we have a massive portfolio of tools from which – together - we select those appropriate to your needs. But our experience also tells us that you are the best arbiter of what needs to be done. So we'll work alongside you to harness the chosen tools and models; there's no limit to our creativity and to yours. And through this process, you'll enjoy a transfer of skills and knowledge that will stand you in good stead for years to come.

You might want to start with a map of your organisational processes - how you 'do things around here' - before moving on to analyse exactly where and how improvements can be made. We'll support all of this with powerful communications strategies to underpin direction and gain buy-in. And at each stage, we'll initiate checkpoint meeting to make sure you're happy with what we've done together and where we're going. So you're in charge all the way.

The Benefits to You

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

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OUR CLIENT BASE

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

- ◀ Ashridge Business School
- ◀ British Regional Airlines/
BA CitiExpress
- ◀ Egg/Prudential Banking plc
- ◀ First Caribbean Bank
- ◀ HM Treasury
- ◀ Intelligent Finance
- ◀ Lloyds TSB
- ◀ 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
- ◀ A range of SMEs

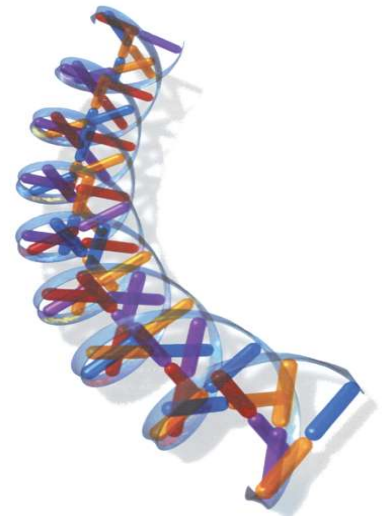
THE CONTEXT OF CHANGE

For us, change is a regular feature of our working lives, it's part of our DNA and, while 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 involved over 40 man years of effort in terms of our contribution in just over 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:

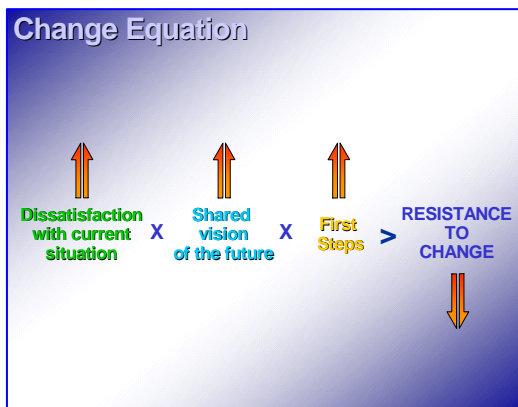
1. The Task includes the content of the change programme supported by the business case, the analysis of where the organization is now, where it wants to get to and how it will get there.
2. The Procedures detail the methods and techniques that will be used to manage the change programme. This area includes not only technical procedures but also the communications strategies which will be required to support the change programme.
3. 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 overcome the barriers.

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 several shades of grey.

So preparing people for change is a vital ingredient of any change programme. Managers can achieve this through 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 the whole process collapses and we have little 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 have been 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 contact us now.

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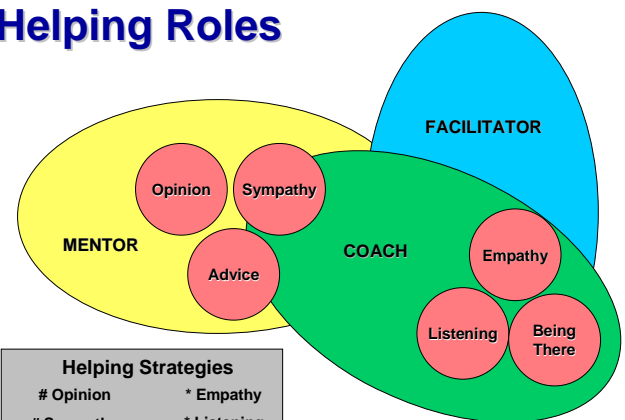
COACHING AND MENTORING

Coaching is an interactive process where the coach guides and facilitates the client's progress towards defined goals. These may concern relationships, career, work, 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 lives. 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



Helping Strategies	
# Opinion	* Empathy
# Sympathy	* Listening
# Advice	* Being There
# = Being on your own agenda	* = Being on their agenda



Executive Coaching

Executive coaching is for performance improvement and is career-focused. It is concerned with enhancing a person's performance at work through changes in behaviour. Many 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's 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

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LEARNING & DEVELOPMENT

Our Personal Learning & Development portfolio is extensive and flexible. We can deliver programmes via a variety of media and we are happy to run the learning management task on your behalf.

Our offerings include, amongst others:

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

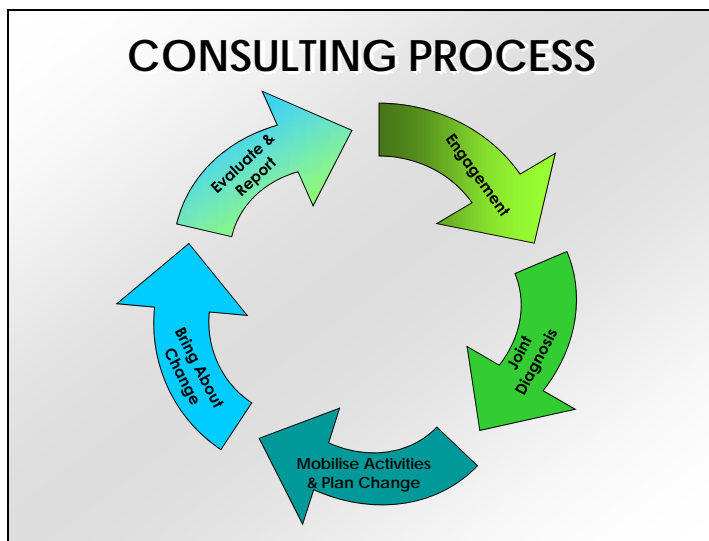
Our long association with Ashridge Business School, ranked as one of the top in the world, is testimony to our learning & development credentials.

If you don't see what you want in the table above, just call to find out if we can help in any way. The chances are that we can.

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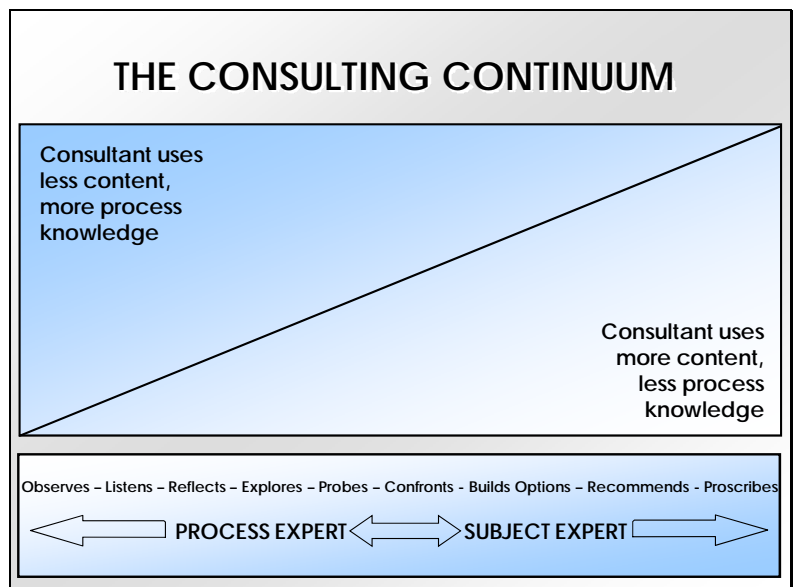
CONSULTING

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



Our consulting process is simple and straightforward. We're not about writing lengthy reports and then leaving you to unravel the mysteries of consultant-speak. We are about rolling our sleeves up and getting stuck in alongside your own people to cut to the chase and produce effective, robust results that will last.

We know that you understand your core business better than us so we'll bring our expertise in other areas, areas that support your business activities and enable your people to perform to the best of their abilities. With your best practice combined with our own, we'll make a winning team.



FAXBACK

If you'd like more information, please complete this form and fax or post it to us.

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

Alternatively, please telephone to discuss any aspects of this information pack which may interest you. Or you may prefer to email us.

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Should you wish a colleague to receive a copy of this information brochure, please also complete and forward the section on the next page.

REQUEST FOR ADDITIONAL INFORMATION BROCHURE

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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