

Organisational Development & Strategic Approaches		Great For
Organisational Alignment	Our <i>Organisational Alignment Survey</i> provides lead indicators for management that pinpoint what an organisation needs to do to retain employees, meet customers' needs and achieve profit targets.	<ul style="list-style-type: none"> Employee satisfaction measure Aligning organisational and customer needs Benchmarking performance Change management Strategic performance improvement
Survey	Have your staff complete this internationally validated survey on-line and get a complete assessment of how well your people are aligned with your Vision, Mission and Values. Complete with our recommendations to improve performance.	
Customer Experience Management	Turn your best customers into Advocates, who will refer others to you. Our <i>Customer Experience Management Plus</i> program helps you to understand your most valued customers, clarify and refocus your brand promise and meet and exceed customer expectations at every touch point in the business with the aim of maximising longer term profitability. A proven, step-by-step methodology that can give your organisation a unique advantage over competitors.	<ul style="list-style-type: none"> Increasing customer loyalty and creating customer advocates Understanding your most valued customers/clients Creating a differentiated brand Improving market share and long term profitability
Partnering	Everyone has done team building. What we need now is teamwork between teams to break through the silos. Our Partnering survey and workshop identifies the barriers and supports teams in securing commitment to mutual goals and accountabilities. Overcome the legalistic approach of Service Level Agreements and secure committed co-operation.	<ul style="list-style-type: none"> Breaking down communication barriers and eliminating blame shifting between groups Building a customer-focused culture and increasing customer retention
Execution Culture	Execution is about the strength of a company's culture of 'getting things done'. Our Execution Survey determines how results-oriented the culture of an organisation, department or business unit is, and pin points what practices and behaviours need to be focused on to move towards a stronger execution culture.	<ul style="list-style-type: none"> Translating strategy into action Building a culture of open communication, achieving results and customer-focus Tracking and improving ability to produce results
Talent Management	A dynamic process to assess current managerial talent in an organisation across a range of critical competencies so that action plans can be created to develop leaders at all levels to their full potential.	<ul style="list-style-type: none"> Identifying strengths and weakness in individuals, teams and the organisation Recognising high performers Succession planning
Risk & Culture	This on-line assessment examines staff attitudes to the management of risk. Many organisations have suffered severe failures because thinking about managing risk was not embedded in the culture.	<ul style="list-style-type: none"> Checking on whether thinking about managing risk is part of the culture at all levels.
Leadership & Management		Great For
Organisational Savvy	Politics exist in every organisation. Leaders and managers must have the skills to negotiate organisational politics and exercise influence with integrity and ethics . Our 360° profile and workshop delivers this overlooked but vital management competency.	<ul style="list-style-type: none"> Managers and Leaders at all levels Those aspiring to leadership
Transition to Management	A program for newly appointed managers and supervisors to enhance leadership and communication skills as a basis for effective teamwork and cooperation.	<ul style="list-style-type: none"> New managers and supervisors Team leaders
Leadership	A program for developing effective leaders founded on a 360° survey of 36 key leadership practices. This provides leaders with actionable feedback that can be used to immediately improve performance.	<ul style="list-style-type: none"> Leaders and Managers who want to become highly effective in Leadership

Developing People & Performance		Great For
Persuading & Influencing Others	A 360° survey and coaching program that provides insight into what drives the behaviours of others and the tools and <i>know how</i> to persuade and influence others to achieve business results. A practical approach to building trust and communicating more effectively in any business situation.	<ul style="list-style-type: none"> Professionals Leaders, managers, supervisors, team leaders Account managers and sales people
Team Building	Provides insight into the dynamics of the team and individual team members motivations. This understanding is applied to better respond to team members needs, improve cooperation and the achievement of team goals.	<ul style="list-style-type: none"> Team members and team leaders
Emotional Capability	Our 360° profile of Emotional Capability (EC) allows us to identify a person's capacity to manage her/his emotions and business relationships effectively. From this we can help her/him strengthen EC across the 5 areas identified by international research as being critical to success.	<ul style="list-style-type: none"> Coaching small groups or individuals and improving their ability to manage emotions successfully. Leaders especially need strong Emotional Capability
Sales Competency Assessment	The Sales Competency Assessment provides a quick, accurate, yet comprehensive evaluation of the key factors of sales performance. It evaluates the salesperson's performance across 13 key sales practices. Research has identified these factors as critical for maximising sales competency and performance.	<ul style="list-style-type: none"> Measuring sales people's competency and performance Reinforcing sales performance Identifying training needs and return on investment in training
Consultative Selling	Provides sales people and executives with an understanding of how their communication style impacts on the sales process. Equips participants with tools to assess the personal needs of buyers, deal more effectively with customer objections and improve close rates and customer satisfaction.	<ul style="list-style-type: none"> Sales people and executives Account managers Negotiators
The Trusted Advisor - Managing Key Relationships	A program focussed around managing client relationships through better understanding of decision making motivations and determinants of trust building and empathy building.	<ul style="list-style-type: none"> Account managers Negotiators Sales executives
Innovative Decision Making	Most organisations want their people to "be innovative" but don't provide a process or skills to support this. We profile each person to assess their Right/Left Brain Balance and then coach them in how to develop and use their creative power and logic. We provide the skills to create innovation for business.	<ul style="list-style-type: none"> Giving people the tools and know how to innovate Change management Problem solving
Psychological Profiling		Great For
PASPort	PASport is a psychological profiling tool to identify an individual's profile in terms of four primary traits, Conformity, Dominance, Extroversion and Patience, and the likely impact of these on performance in specific roles. The person to be profiled can complete the survey instrument in 10-15 minutes, and a detailed report is provided in plain English.	<ul style="list-style-type: none"> Recruiting the right people Understanding individual motivations and how to manage these Developing optimum interview format

