



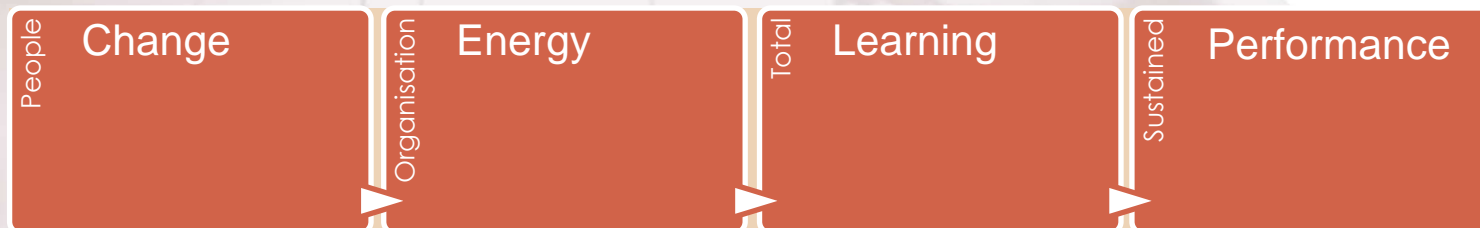
***‘Enabling the people impact of
change and performance’***

‘maximising the value of your investment in learning’

What we do

Change is a fact of business life. The way you and the people in your organisation adapt to that change can mean the difference between achieving your objectives and falling short. Grand plans often fizzle out after the initial enthusiasm. Usually because they're superficial or knee-jerk responses to a shifting environment driven without commitment or consideration of the way people respond, or lacking a commitment to purpose and performance.

- Working with INL Consultancy means going beyond the surface. It means learning how the many different elements of your organisation - individuals, teams and processes - inter-relate. You can then understand how changing these elements will achieve the sustained results you need to achieve your intended change and performance.
- Our work covers a lot - from developing individuals to business transformation - all with the emphasis on helping your organisation to maximise its effectiveness through its people
- Our clients across the globe value our partnership in helping them to improve their business performance through developing and releasing the energy, skills and commitment of their people.
- INL Consultancy are specialists in identifying and establishing relevant measurement and reporting frameworks which inform and ensure sustained change and realise improvement and investment focus



How we do it

INL Consultancy bring expertise, depth of analysis, objective thinking, external experience, a performance focus and implementation resource to help you meet your challenges in:



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Developing People

Whether we work with you directly as part of a consulting project, or your organisation sends people to our open programmes, our approach to personal development is the same. Critically, although we're developing individuals, it's always with an organisational perspective: the business context is ever present.



We develop all three aspects of a person and their contribution to the organisation through a full range of development support activity

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Team Effectiveness

In these days of complex organisations, a "team" can be all sorts of things. It can be temporary, called together for a single project, or longer-term. It can involve people in the same office, or in offices across the globe.

- We work at an individual level (helping people work better in teams), the team level (helping resolve issues within teams) and the organisational level (helping organisations use their teams well).
- Our assessment, facilitation and consultancy can be combined with practical skills development
- We ensure clarity of, and commitment to, an agreed purpose and success measures to ensure an awareness of the intended impact of teams
- We analyse the extent to which teams function effectively and develop team performance improvement actions
- We coach teams to improved performance wherever the teams are and can incorporate a global team coaching tool to facilitate change in virtual team effectiveness



Leadership & Talent Development

In the past all leaders were identified by impressive job titles and large offices. However, times are changing and we're now moving away from restrictive hierarchies. Today, leadership is far more about engaging people and marshalling their energy behind the company's values, vision and direction and managers may need support in overcoming the fear associated with enabling leaders within their teams to fully contribute to organisation success.

Thinking

- we can only change what we do by changing how we think.

Doing

- it's essential to understand your own behaviour and capability in order to adapt and create enhanced impact

Being

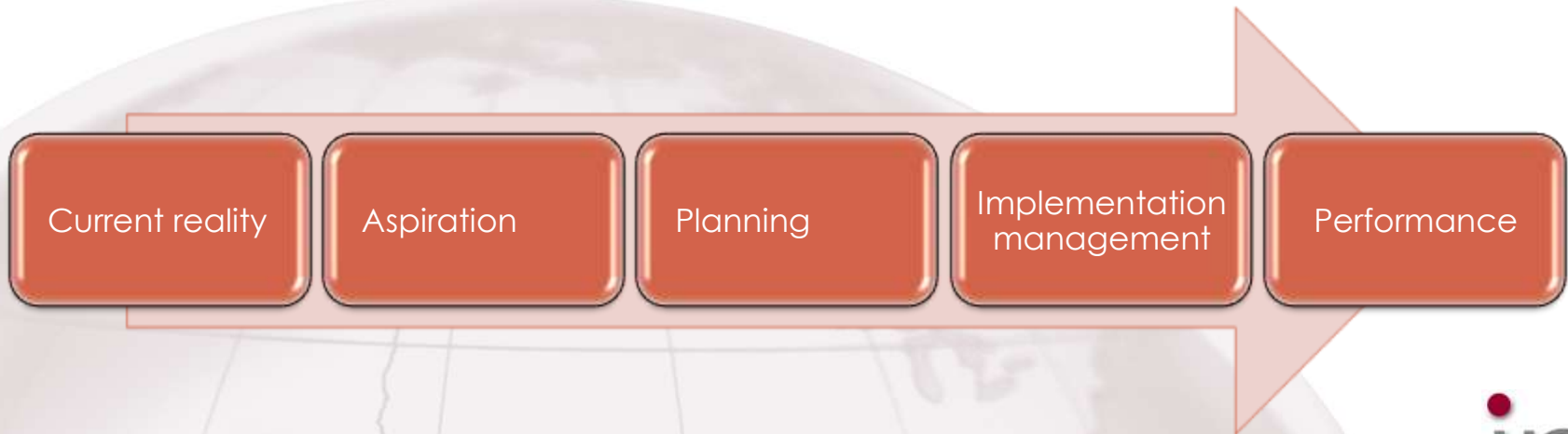
- who you are as an individual shapes your leadership. So we help you develop an insight about your personal values, vision and purpose

We provide an organisational focus to developing leaders and talent ensuring relevant and measureable activity frameworks produce intended performance results

Aligning Vision and Values

The business world is becoming more complex, interconnected and unpredictable. Many organisations are realising that sustainable success is founded as much on steering a course set by shared vision and values as by detailed budgets and plans.

- We help our clients identify inspiring visions and authentic values, ones that will stimulate movement, generate energy and provide direction.
- A key part of our work is to help our clients face their current reality, accept it and then work their way towards the aspirational vision.
- INL Consultancy is conscious of your need to establish your own unique vision and to establish ways of aligning and integrating people within the organisation to the achievement of intended results that will realise that vision.
- We help to formulate achievable change plans that incorporate the needs of the people that will deliver the vision

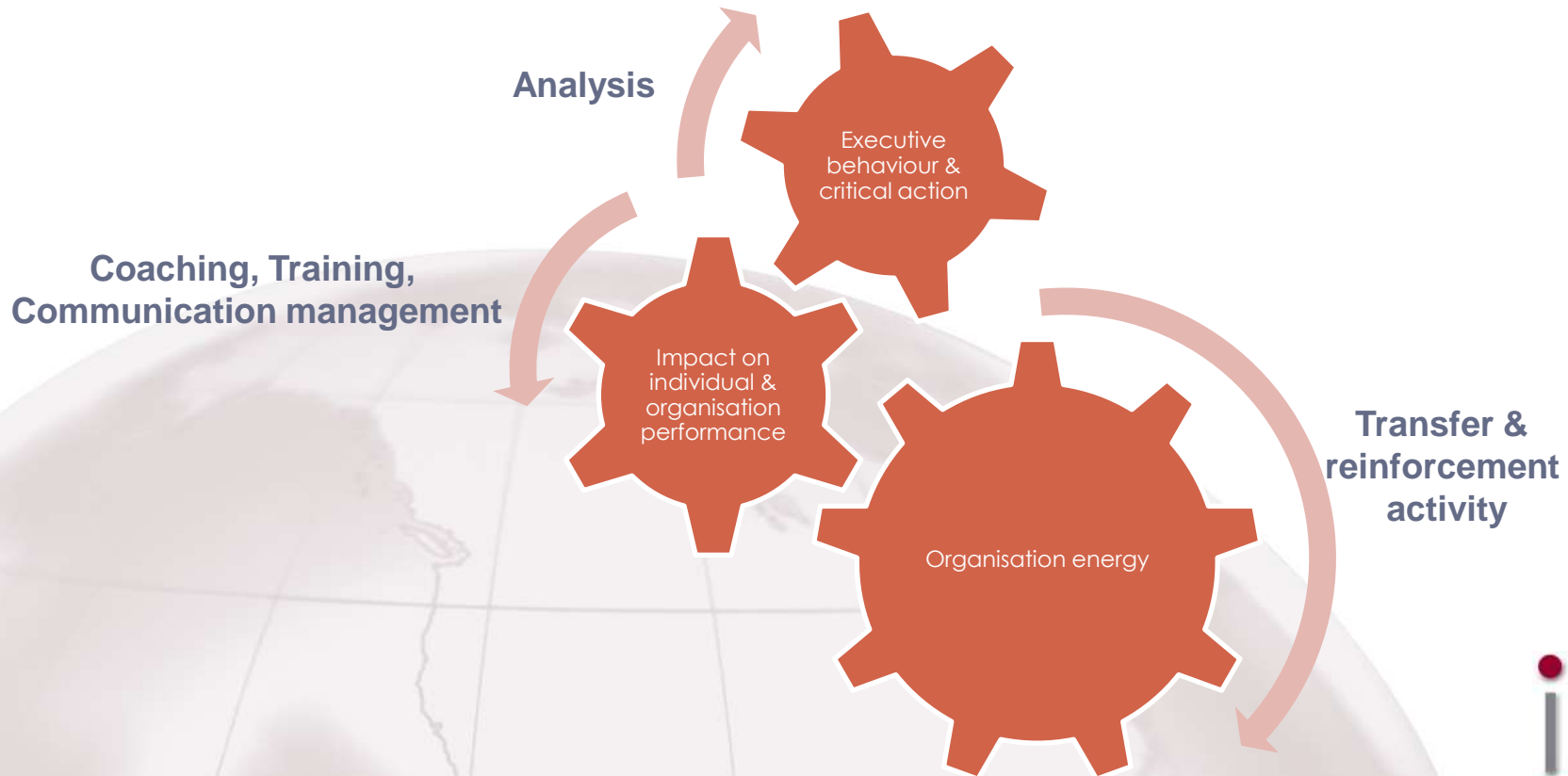


Aligning & Developing Organisational Culture

Culture can be hard to define but easy to trip over.

Essentially, an organisation's culture is created by the unwritten (and generally unspoken) "rules" that are in daily operation and help to determine "what's acceptable round here".

Culture will shape behaviour, determine the effectiveness of relationships and have an impact on business results. It is difficult to change; so the only time to change it is when the current culture isn't going to give you the results you aspire to.



Executive Coaching

Coaching is the subject of a great deal of debate within organisations. Genuine executive coaching can be invaluable to both individuals and businesses, aligning people's personal aims with those of the business - or helping clarify how people want to and how they can maximise contribution to the organisation.



All with coaching tailored to individual needs and with agreed aims, styles and methods

Measurement, evaluation & reporting

The people aspects of change need to create impact and energy that enable the intent and expectations of the change to be fulfilled. The measurement frameworks created, the success measures utilised and the reporting processes need to be aligned with the intent and enable action to be taken for continuous improvement and to sustain the benefits of change.

Alignment

Integration

Governance

Efficiency

Effectiveness

Sustained
change

INL Consultancy are specialists in ensuring the appropriate methodologies are selected and in implementing relevant data frameworks that provide specific evidence of impact and utilising our AIGEEES model ensure continued focus on what matters to you and your organisation.

Organisational Development – Recent Projects



- *Strategy facilitation - senior leadership team*
- *Leadership talent strategy and implementation.*
- *Senior management team effectiveness analysis*
- *Customer Service improvement*
 - *Analysis : What's stopping the sun getting through?*
 - *Frameworks: 'Customer 3rd' concept*
 - *Execution: Your unique organisation and team strengths*
- *Establishing a company academy to provide development opportunities that reduced the attrition levels of staff and increased operating margins*
- *Establishing a coaching culture*
- *Operational efficiency analysis*
- *Organisational change support & project management*
- *Organisational performance improvement review and support*
- *HR transformation framework and support*
- *Employee engagement improvement*

Learning & Development – Recent Projects

- *L&D measurement & evaluation frameworks*
- *Training needs and performance analysis*
- *Leadership programme - evaluation and recommendations*
- *Leadership programmes – design and delivery*
- *Learning design & delivery – e.g. customer service, performance management , team building, change, essential management , induction, investigative interviewing, well being essentials*
- *HR ‘master classes’ design and delivery.*
- *Learning audit and review*
- *Specialist L&D Manager coaching*
- *Train the Trainer programmes*
- *Organisational competency, capability & behaviour frameworks*
- *Training Manager and specialist qualification support (ASTD & ITOL)*
- *Interim management - specific projects, functional management or leadership*



Our Clients include



Essex County Council

The Electoral Commission

Stroud & Swindon
Your Building Society



GENERALI
Worldwide



HSBC Insurance



a little word for a big life



Maximising your investment in change and learning

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