



Developing Your Leaders

Background

OSC are a specialist consultancy with an impressive track record in helping UK, European, UAE and global clients understand and tackle their particular talent challenges. We successfully combine best practice with practical application to enable our clients to implement the best approaches.

OSC has a deep and practical understanding of the challenges that leaders face based on research and a large amount of practical experience – our facilitators are pragmatic professionals who have managed people and overcome those challenges.

We also have a great track record of developing leaders via our compelling, highly tailored and challenging leadership development initiatives and programmes.

Our Approach

We will always begin with the needs of the business or organisation. What is it that the board or leaders needs to do to help the organisation to be more successful? How do people need to develop to be more successful in their roles?

We are passionate about proving the financial benefits that our programmes deliver. Our programmes are highly participative – we are not trainers but are management development specialists who know how to establish an environment within which bright and challenging people will learn effectively.

Once we have established the specific development needs we work with our clients to create highly practical and engaging development experiences that involve a variety of approaches including:

Tailored modules	360 Assessment	Psychometric Assessment
Real work challenges	Action Learning	One to one coaching

Our programmes tend to last for five or six months to enable learning to be embedded and real measurable results achieved. Typically we will provide many tools and techniques that participants will commit to use at work between the formal modules of the programme, this often being supported by one to one coaching.

Areas Covered

Our programmes cover a broad range of leadership areas selected to meet the particular needs of the organisation – example topics are provided below:

▪ Strategic Leadership	▪ Driving Performance	▪ Vision and Engagement
▪ Dealing with conflict	▪ Motivating	▪ Building Effective Teams
▪ Communication	▪ Influencing	▪ Personal impact
▪ Building Business Relationships	▪ Coaching	▪ Selecting & Leading Talent
▪ Adapting Personal Style	▪ Cultural sensitivity	▪ Objectively reviewing performance

What clients like about our approach is the results that we achieve. Participants are constantly challenged to plan and implement real changes in the workplace based on the insights that they receive during our development modules. The results of their endeavours are then shared within the development modules.

Example Clients

▪ Emi	▪ Microsoft	▪ Dubai World
▪ Al Futtaim	▪ BP International	▪ The NHS (various)
▪ PwC	▪ Ochre House	▪ Capital Consulting
▪ Essent Trading	▪ Mizhuo International	▪ Yahoo!
▪ Xansa	▪ Barbon Insurance	▪ Capio Healthcare



Case Study 1 – Property Services Company

What the Group HR Director says about OSC consultants:

"We were committed to creating our own Management Development Programme both to build our leaders of the future and also to rapidly integrate many diverse companies within a rapidly growing business.

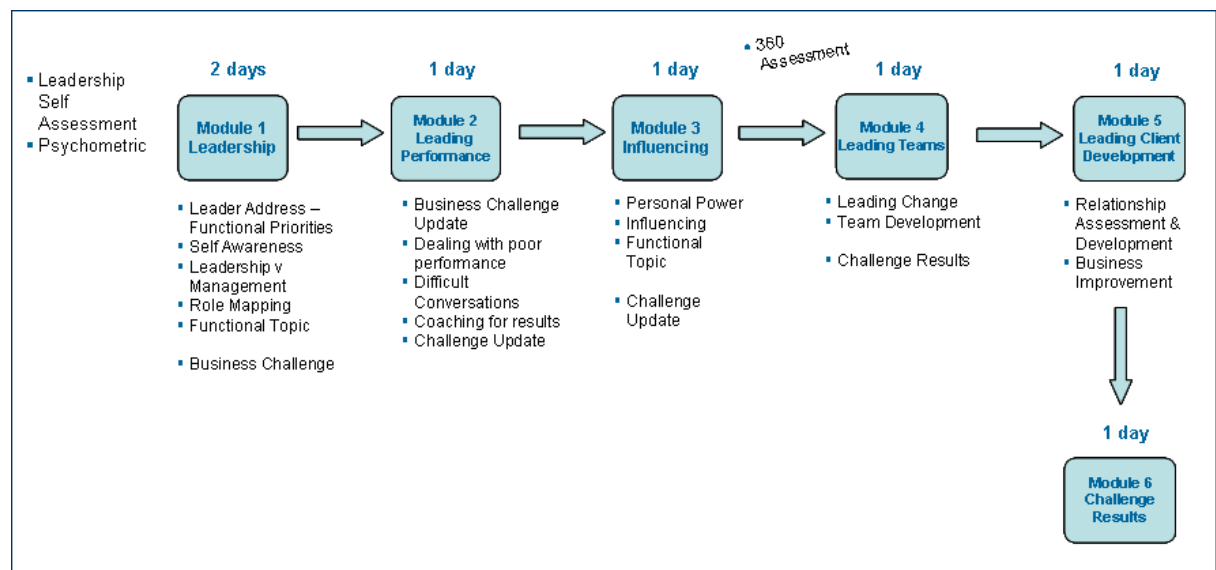
Our decision to partner with them to develop, implement and measure this extensive initiative was a very good one. They worked closely with us from the beginning and we were able to align the company values and desired behaviours and to develop leadership competencies around these. The competencies formed the foundation of a modular development programme that was rolled out across the business. Once the programmes were developed, they worked with us to engage Divisional MD's in tailoring the programmes to meet their particular business needs.

Each six month programme covered the core competencies whilst being tailored around the people / function / division and this flexibility made it very real to the participants. Business challenges were a part of the programme – participants worked on critical business issues such as retention and sharing best practice then presented back their proposals to the respective MD at the end of each programme. Just one of these challenges identified potential savings which will pay for the investments in the programmes at least six times over.

The effects of the programme have been very noticeable in participant's attitudes, behaviours and, key to measuring the success of such a far ranging programme, their performance.

I have no hesitation in saying that the bottom line cost savings have more than covered the programme costs. The team of facilitators have been a pleasure to work with, and their partnership approach, flexibility, professionalism and sheer energy levels have been inspirational!"

Programme Overview



Sample Participant Feedback

"The facilitation of the day was excellent and the tools delivered on this programme enabled me to drive business results."

"It is refreshing to attend a programme that I can relate to my work – I had a perfect opportunity to demonstrate new skills in a major way immediately - during lunch breaks of the sessions!"

"The course and booklet given were excellent and it has certainly enabled me to become more effective in negotiating and persuading others."

"Makes you as a person very aware of how others perceive you – broadens your mind as to the possibilities available to you."

"I've now tackled staff performance issues which has increased my availability to the market and facilitated business development activity which has led to more fee income."

"I'm now dealing with client issues before they become concerns and delegate tasks to enhance the performance of others."

"By using the networking tools we have been invited to bid for a £7 million scheme."



Case Study 2 – International Building Consultancy Firm

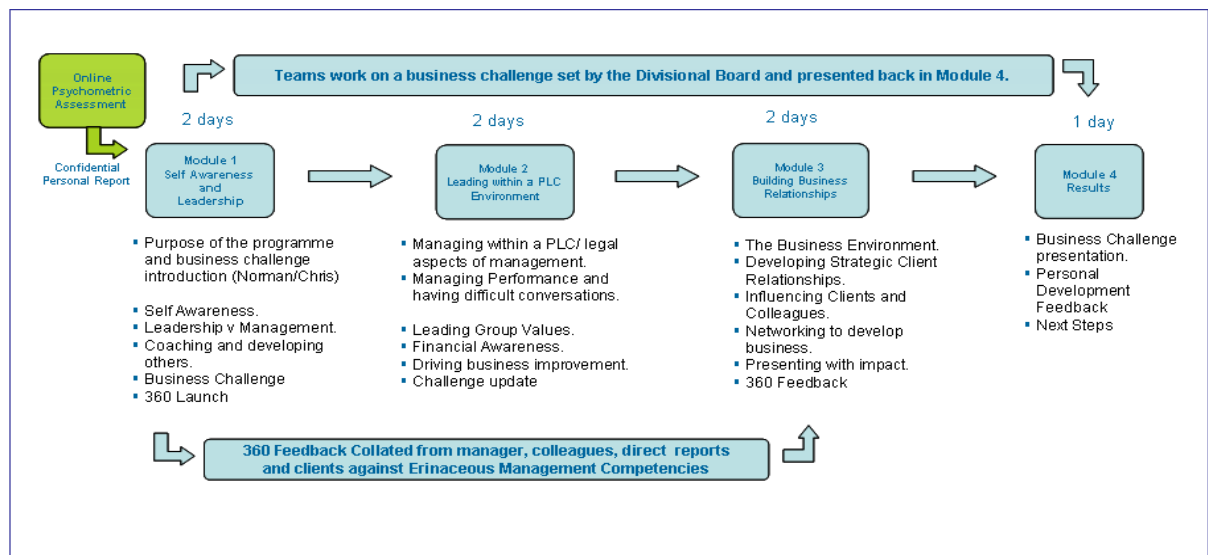
What the Managing Director says about OSC

“Many training initiatives are difficult to measure which is why we worked closely with OSC to ensure that these programmes delivered measurable results.

At the final module I received a presentation of a ‘Business Challenge’ – a real business issue that the team has worked on throughout the programme and this has provided some real insights into areas that we need to improve – it’s like having a team of experienced and knowledgeable consultants looking at your business. On top of this we review what people have applied from the programme and the results that they have achieved – to date we have found that the financial benefit has been over 5 times the investment which is very pleasing.

All this is on top of the benefits of getting people from different companies working together on the programme – this helps us greatly with integration and has already delivered real business opportunities.”

Programme Overview



Sample Participant Feedback

“No ‘business-speak’ and full of practical examples and chances to practice.”

“The programme helped me to see the need to step back more from the everyday running of the dept in order to motivate and change the perceptions of existing clients and deliver a new ethos to our potential new clients. I already work from a “bigger picture”, however, this needs to be translated more succinctly to my team. This has helped me get refocused on the bigger picture and long-term goals.”

“Wow! this was really enlightening, this module had me thinking for days after the event. I realised quite a bit of this was common sense that I hadn’t as yet been able to retrieve in a linear form before. Asking myself “what’s the worst thing that can happen ...” has already had a powerful effect as it has repositioned my line of thinking in some situations that would have previously had me on the back-foot.”

“I realised I had to change the balance of my influencing styles to be more assertive, when required, rather than relying on bridging and attracting (which naturally comes with the territory of sales and marketing). When prompt assertive action is required to achieve targets and to improve communication with staff, clients and suppliers. An excellent programme.”

“I felt the experience helped to put a distance between me and my work chaos - both literally as I was geographically away from my desk but also mentally as I felt more clear and in control when I returned to work.”



Case Study 3 – International Healthcare Business

What the Director of Learning and Development says about OSC

"We commissioned the company to equip their senior managers with strategies on how to build successful business relationships. Due to a change in business context driven by external market forces, we recognised through comprehensive needs analysis that a greater proportion of our hospital manager's time needed to be spent on exploring for new business opportunities. As this was a change in priority and focus for their roles, we identified that new 'tools' were required to enable them to develop new business relationships.

We wanted to work in partnership with a Company who were both pragmatic, yet flexible enough to meet our current business needs. After completing internal organisational research, including interviews with key operational people, OSC created a programme for us. This initiative was one of the major contributing factors to the success of the programme and this valued work was all included in the original quote!

The bespoke programme was delivered to our senior managers and evaluated exceptionally well – not only at reaction level (all of the delegates rated the content, style and delivery of the development days extremely highly) but equally importantly, at an organisational level. The strategies introduced by Happen were, by design, directly transferable to the workplace which both embedded the learning for the individuals and produced instant tangible results.

We saw immediate pay back with measurable business benefits of over £200k new business from one participant as a direct result of using the skills obtained from the programme. This programme still remains one of the most successful development events we have invested in. All delegates, including experienced delegates working at executive level gained from the discussion, learning and working on real current issues."

Programme Overview



For further information concerning open or tailored programmes please email Andrew Porteous at ajp@oxfordstrategicconsulting.com or call him on 00 44 7786 176050.