



# Consultancy Services From Adelphi Associates

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## ◆ DEVELOPING YOUR BUSINESS

It has often been said that

*"If you keep doing the same things, you'll keep getting the same results".*

So in business if you want to achieve a different or better result, something will need to change.

The question is - What?

Our consultants are experienced in working collaboratively with businesses to identify the root cause of any problem or obstacle that needs to be overcome.

Problems or obstacles can include:

- The prevailing company culture
- Lack of clear visible support from senior managers or line managers

- Ineffective performance and appraisal processes
- A lack of leadership skills at middle management levels
- An absence of business performance indicators that can guide decision making
- A lack of effective business processes - Often a challenge in periods of rapid growth
- The lack of internal emphasis on skills development
- Absence of team skills
- Poor communication within the organisation

We can help by first understanding the business aims for your business or department.

Then, in discussion with you, we outline a strategy to overcome obstacles, increase skills or improve business results.

## ◆ THE CONSULTANCY PROJECT

Before we start work within your organisation, we'll prepare a clear project brief.

We will base this on initial discussions with your team.

The brief will include:

- Clear measurable outcomes
- Approximate start / finish dates
- Details of our contributors and their role, including consultants
- What we need from you people and organisation

## ◆ PROJECT EXAMPLES

Our consultancy projects are uniquely tailored to your business aims. No two customers or business challenges are the same.

Here a few examples:

### BUSINESS FOCUS

We can work with your senior managers to identify the organisation's unique contribution delivered to customers and employees.



Using this, we can help devise, confirm or amend the company mission statement. This can then drive a programme of clear business values, to be communicated to all staff.

This would then usually involve staff training to ensure they buy into the values and can apply them in the workplace.

### ENGAGEMENT AND PEOPLE DEVELOPMENT STRATEGY



Sometimes basic skills development can be overlooked. When this is accompanied by a lack of 'engagement' the results can be damaging.

Countless surveys have shown that the most successful companies have an engaged workforce.

We can work with your management team to achieve measurable gains in engagement and skills development.

### TEAM SKILLS AUDIT



If teams don't seem to be effective we can conduct a skills audit with the team. We will usually use the Belbin team skills model to assess the skills of each team member.

We will feedback the results to the team and work with them in the future development of skills.

## ◆ OUR CONTRIBUTION

Our consultants have many years of experience in a wide range of businesses and have helped address many different business challenges.

We have particular skills in:

- Business planning
- Working with suppliers
- Sales effectiveness
- Business analysis - Typically starting with a sales or customer analysis
- The recruitment processes including assessment centres
- The role of the human resources department and how they add value
- Improving internal communications
- Growing leadership skills at all levels of the business
- Helping develop decision making skills
- Workplace wellbeing
- Workforce engagement
- Competency frameworks - Benefits and risks
- The training process
- Situational leadership

## ◆ PRICING

We are determined to provide a value for money offering that results in real business change.

We will first meet to discuss your needs.

Based on these discussions we will provide a draft project scope. This will include measurable outcomes and budget pricing.

By this stage there has been no financial commitment.

After you agree to proceed we will provide a regular update on consultancy costs.

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### ADELPHI ASSOCIATES

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