



A Selection of Client Success Stories



Management Competency Based Development and Executive Coaching

In 2005 Natural Talent began working in partnership with **AXA Technology Services Ltd**, the IT division of AXA, to imbed their new **Management Competency Framework**. Training and Development Programmes were required at short notice, to significantly change the behaviour of Managers and teams. Prior to attending, participants completed an online **Personality Questionnaire** to identify their key **Development Areas**.

Each **Training Programme** was designed and delivered in a highly interactive and challenging **Coaching Training** style. Participants worked on key Development Areas such as **Negotiating and Influencing, Assertiveness, Body Language, Active Listening, Open Questioning, Positive Mental Attitude, Handling Objections, Building a Business Case**.

POSITIVE RESULTS FROM COACHING

Every participant was offered a one to one **Coaching** session a month after each Programme, to review progress on their **SMART Action Plans**, and build on further identified key Development Areas. **Facilitated Lunches** were held three months later to discuss future development. All participants had made positive changes and as a result were performing significantly better:

'Many thanks for your valuable time. I found the Coaching session particularly useful to give me some perspective and break out of the 'day-job'. Analyst, IT Design

Following the success of the first Programme another was commissioned to further develop **Interpersonal Skills**. This included work on **Building Effective Relationships, Building Rapport, the Johari and Nohari Windows, Personal Style Indicator, Strength Deployment, Domain Map, Conflict Resolution, Belbin Team Types, Feedback Skills, Managing Upwards**. Again this received rave reviews.

'Many participants had 'breakthrough', life-changing experiences as a result of attending the Programmes. They became more positive, more effective, happier and healthier, and as a result some were promoted or changed roles.'
Jill Maidment, Director of Natural Talent.



INTERNATIONAL LEADERSHIP DEVELOPMENT

Natural Talent was subsequently asked to design and deliver a **Technical Lead Programme** for senior IT Analysts in the UK and Brussels. This contained elements of **Communications Skills, Stakeholder and Client Management, and Project Management**; it resulted in participants managing projects more effectively.

In the UK AXA Tech Managers were interested in developing their **Problem Solving and Analysis skills**. The next Programme combined techniques such as **the 5 Point Plan, Problem Definition, Fishbone Exercise, 5 Whys, Force Field Analyst**.

*'As with all the Programmes, there was a **mix of theory, discussion, and practice to ensure the participants were kept challenged, and were able to practise models and techniques on business issues and scenarios relevant to them.***

Natural Talent Principal Consultant

Natural Talent was subsequently asked to design and deliver a two day **Stress and Lifestyle Management Programme**, which was rolled out nationally in the UK over 3 years, and proved very effective and popular. Jill Maidment drew on her valuable experience of working with the **world's leading Counselling Consultancy**.

MANAGING CHANGE AND TEAM EFFECTIVENESS

In 2008, whilst AXA Tech experienced great change, and a regionalisation Programme, Natural Talent was asked to provide **Team Effectiveness Training, Team Building, and Managing Change** Programmes for the e-commerce and Project Management Teams. All Programmes were well received and produced positive results:

'When I saw that it was Natural Talent running our Team Building Day, I knew it would be professional and informative, but also fun! I was right.' Senior e-commerce Consultant.

'Many thanks for the swift turnaround on this piece of work; it was very well received and we have already seen positive results.' Project Manager

Some of AXA Tech's business partners, including Dell and Getronics, heard of the success of the Programmes, and as a result commissioned Natural Talent to design and deliver Programmes, including **Train the Trainer for Customer Service Managers**.

Overall more than 250 Managers and key staff are benefiting from the Development Programmes. Natural Talent also provides senior Managers with highly effective **Executive Coaching**, and **Assessment for Executive Selection**.



Management and Leadership Development, and Executive Coaching

In 2005 the HR Manager of this highly successful Print Company, chose Natural Talent to design and deliver a **Management Development Programme**. This included **Performance Management, Leadership Skills, Managing Self and Others, Stakeholder Management, Advanced Communication Skills, Delegation and Empowerment, and Coaching Techniques**.

*'The Managers benefited greatly from the Programme, and **adopted new tools and techniques, to make them more confident and effective.**'* HR Director

Due to the success of the Programme, Natural Talent was asked to design and deliver a modular **Supervisors and Team Leaders Programme** over three years. Again this was successful, and well received. As a result the Director of Natural Talent, Jill Maidment, was asked to provide **Executive Coaching** to make many significant, lasting changes at Director and Senior Manager level.



The Hambleton Group

A highly successful and cost-effective Recruitment Project

In 2009 Natural Talent was asked to design and deliver a **Recruitment Project** for this London, UK based Consultancy. The project involved sourcing seventy Consultants across the UK in very specific postcode regions. As a result of extensive **networking**, and **placing high profile, free online adverts on key websites**, over 700 candidates applied. Natural Talent screened all CVs, then selected the most qualified and experienced Consultants to interview by telephone. As a result forty five excellent candidates were sourced in three months.

'Without investing in advertising the roles, you have sourced high calibre Consultants very swiftly to attend the fortnightly Assessment Centres. The conversion rate from telephone interview- to Assessment day - to contracting, is currently running at 68%.' Managing Director