

What Our Clients Say

"We have worked with *the Change Team* since 1999. I don't think of them as consultants, but more like an extended part of the business. Lesley and her team go out of their way to understand the business objectives. Through probing and cajoling, they help us determine the best (often more stretching) outcome. Above all, they are there to help us steer our course of action through to a successful conclusion. Their commitment to 'seeing it through' and attention to detail are rare in my experience."

Barry Jenner, Managing Director UK, Gallaher Group Plc

"The behaviours learned by all managers on *the Change Team's* High Performance Coaching programme are now embedded in how we do business. People are taking far greater ownership for their areas and thus recognising the need for collaboration with other departments.

As functional silos have come down we have seen improved service levels to customers, greater speed to market for new products, better sharing of know-how between sites and greater manufacturing efficiency. This has enabled us to complete a major business integration initiative successfully, with minimal disruption."

Steve Brooker, HR Director, Fox's Biscuits

"*the Change Team's* approach enabled us to get real clarity about what we wanted to achieve. Their way of working takes you to a different place - they really challenge you to reflect on what you are doing and why you are doing it. They are professionals in their field who were able to open up for discussion contentious issues that, without them, would have led to confrontation. They enabled us to achieve a whole solution for the organisation, where everybody involved felt like they had achieved something significant.

The project with *the Change Team* was a significant investment for the business and I've seen some definite benefits. Our people are now managing in a different way, have a far better understanding of each other's roles and are more motivated to achieve objectives. It has paid for itself 3-4 times over because we have seen a step change improvement in performance and we are working far more effectively."

Steve Parr, Operations Director, Dairy Crest

"The insightful and measured guidance of *the Change Team* has enabled us to maximise the contribution and value of good people in our business, including myself. Importantly, there is no attempt to force any theory, 'model' or structure of thinking on the client company. Instead we have found an expert listening ear that starts every conversation with the current reality of our business life and then applies varied experience and considerable intelligence to ensure that we are looking at our business from every possible perspective that will better enable it to meet the challenges it faces.

The effect of that work has influenced the management of the business in a variety of ways - all positive; we have a better team doing better work and, critically, the figures back that up."

Padraig McKeon, Managing Director, Drury Communications

"We've worked with *the Change Team* since 2003, during which time they have been extremely professional and innovative in their approach. Our objective was to develop our newly formed senior team into one whose members understood each other, could appreciate and build on each other's skills and, ultimately, were able to work cohesively together for the benefit of the business. Through a range of techniques we achieved our aim and more, whilst having fun in the process and learning so much about ourselves as individuals. The workshops were thoroughly enjoyable!

Since the workshops with *the Change Team*, we have seen a greater degree of cohesion and flexibility within the team, with team members taking time to understand each other's requirements and working together to solve problems. Managers within the team are experiencing a greater sense of achievement through tackling goals jointly rather than in their silos".

David Harrison, Site General Manager and Carol Chadwick, HR Manager, Crown Aerosols UK

"*the Change Team* worked with us to introduce competency-based interviewing, and they were a pleasure to work with. Their occupational psychology background, combined with a wide knowledge of other business environments meant we achieved a rigorous yet practical result."

Geraldine Smith, Head of HR for Leeds and Manchester, Eversheds

"We needed to empower our managers and give them the confidence to deal with individual performance issues. We decided on a coaching-led approach and having talked to several providers, we were convinced that *the Change Team* had the down-to-earth approach required for a manufacturing environment. They understood our requirements and, importantly, already had experience of the type of issues manufacturing line managers have to deal with on a daily basis.

We were more than happy with the training *the Change Team* delivered. Since the workshops, I've seen a noticeable change in those involved in the programme, both in their approach and their vocabulary. These managers now look at problems in a different way and aren't afraid to tackle difficult issues, using a coaching approach to find a way forward."

Colin Josepchs, HR Manager, British Vita

"*the Change Team's* High Performance Coaching workshop was very well presented, most valuable and totally worthwhile. One of the few courses that I have enjoyed... in fact ranked No.1!"

Michael Tierney, Engineering Manager, Green Isle Foods

"This has been the best course I have ever attended!! I have taken away a lot of new skills from *the Change Team's* Mentor Training workshop and the feedback they gave during their simulation exercises was excellent."

Andrew Stacey, Process Manager, Müller UK

"I was impressed by the professional and supportive way that *the Change Team* led our team through the Myers Briggs Type Indicator, helping us to understand each other even better and develop as an even stronger and higher performing team."

Frank Thompson, Manufacturing Manager, Unilever Best Foods UK

"I believe the process we went through with *the Change Team* was productive in terms of team dynamics and understanding fellow team members better. The Myers Briggs tool is extremely useful and one I refer back to. I believe we have a Senior Team that works better together in support of common goals and we have made progress in terms of profits, quality and service."

Berian Price, Factory Manager, Pork Farms Bowyers

"*the Change Team* enabled us to put together a senior strategic team combining the right balance of management and personal styles. Their approach is perceptive, incisive, very professional and caring, all of which are essential when dealing with people issues. They are personable and non-threatening and their sense of fun makes them good to work with. For issues like team development we would recommend them highly."

Peter Jones, Managing Director, Speedibake (formerly MD, Park Cakes)

"Innovation is key to the future success of our business, so it is vital that we harness people's creative skills and expertise. *the Change Team* worked with us as a marketing team to stimulate free thinking and creativity. This enabled us to develop the basis of a national promotional campaign, which helped position the brand at the forefront of consumers' minds".

Simon Maude-Roxby, Marketing Manager, Gallaher Group plc