

## How We Work

What can you expect from *the Change Team*?

**Partnership not arrogance** - You know your business and we know ours. Therefore, to devise solutions that are perfectly suited to your needs, we will get close to your organisation, really listening and engaging people at all levels. This will lead us to the levers which, when pulled, will create the greatest change with the least pain.

**Insight** - All members of *the Change Team* are highly intelligent psychologists who combine in-depth analysis with empathy and creativity, so you'll be getting high octane thinking applied to your problems.

**Proven Solutions** - Our techniques and approaches, which we have been developing and enhancing since 1985, have a proven and demonstrable track record.

**Innovation** - We take pleasure in keeping up to date with latest trends and developments and we're always creating new solutions to meet our clients' evolving needs. That's what keeps us, and you, ahead of the game.

**User Friendliness** - And as we love plain English and don't like jargon (unless it's yours!), our solutions will always be user friendly and expressed in the language and context of your business.

**Passion** - We have a strong sense of urgency and desire to make a difference, and our standards are extremely high. We will only be happy if you are delighted, so we'll always drive progress, meet your deadlines and deliver what we promise.

**Fun to have around** - Despite our strong work ethic, we (almost) never lose our sense of humour!