



PERFORMANCE
Consulting

***Inspiring solutions
across enterprise boundaries***



Who we are and what we do



About Us

At Performance Consulting we are passionate about helping organisations achieve commercial success through their relationships with customers and suppliers.

We challenge conventional mindsets and comfort zones, helping individuals and teams redefine issues and develop the skills, confidence and energy to transform their organisation's future.

Through consulting, coaching, mentoring, clinics, training and skills development interactions, we have helped major organisations in the public, private and not-for-profit sector refocus their thinking and reinvent their approach to their commercial relationships from both the buyer and seller perspective.

Formed in 1995, Performance Consulting draws on the expertise, experience, personality, energy and visionary thinking of highly experienced professionals who delight in helping their clients' transform their future.

Our services

All our interventions share common attributes: they are pragmatic approaches designed and delivered by highly experienced professionals to help you achieve a step change in your commercial relationships.

(Notes: each of these headings clicks through to the copy below)

Assessment Centres: Identifying the X factor among your existing employees and potential new recruits

Clinics: Our solution focused approach to resolving specific commercial issues with small teams

Consulting: Creating a step change in commercial performance through strategic and tactical support

Diagnostics: Our easy to use, practical diagnostic software tools help organisations assess their competences in a time and cost efficient manner

Procure-it: Supporting and delivering procurement initiatives either as part of a cost reduction exercise for an existing contract or when letting new contracts

Technical Mentoring: Talent stretching by supporting individuals with one-to-one coaching sessions in identified skills and behaviours.

Training & Development: Workshops to develop the required commercial skills, knowledge and behaviours



Assessment Centres

Our skills transformation centre are designed to help our clients identify individuals who have the X factor - the attitude and behaviours that go beyond mere technical competence and which are crucial for the transformation of an organisation's culture.

In developing our Skills Transformation Centres we focus on the creation of a culture in which individuals seek opportunities, take measured risks and drive change to deliver business improvement.

Our skills transformation centres can be used for recruitment, development and selection for fast track programmes and promotion.

Clinics

Clinics are highly effective and efficient solution-driven workshops for a small group of individuals striving to deal with a specific problem with the focus on identifying and agreeing a plan for resolving the issue.

Clinics can range from a half-day to several days depending on the complexity of the issue and involve the individuals with the responsibility for resolving an issue. Those individuals may be the senior management team, the supplier management team for a particular team or a contracts team looking to develop an approach for a new customer.

Our role is to provide the operational experience and process to support progress in the clinic and to provide a fresh focus and external perspective on issues when those dealing with it on a daily basis find it difficult to step back and see the problem in a new light. We will help generate options, propose alternate views and suggest different scenarios.

The clinics focus on problem definition, agreeing what a good result would look like, generating and evaluating options, exploring risks and implications and identifying and agreeing a way forward.

Clinics we have run have focused on specific contractual issues, breaking negotiation stalemates and identifying a longer-term vision. They are a highly effective and focused mechanism for defining and dealing with specific problems.

Our clinics have been hugely successful with those attending citing the following as the benefit:

- “Excellent use of time – issues we had pushed around for months were dealt with head on in half a day”.
- “Two days well spent – we stopped messing around and focused on the real issues and worked out a way forward. From mapping out the issues to planning and rehearsing the negotiation strategy”
- “Trying to see things differently was hard work but two weeks after the event I feel a weight has been lifted”.
- “I don't know why we didn't do it earlier – I feel much more confident and able to do what needs to be done”.



Consulting

Commercial and supplier management is at the heart of what we do. For over ten years we have been helping our clients achieve a step change in their commercial performance through our strategic and tactical support

Working across all levels of both client and vendor organisations we support management teams, purchasers, budget holders, supplier managers and account managers with buying, selling and commercial relationship management.

Our associates are highly experienced operational and commercial managers who have worked across a wide range of sectors. Below are examples of some of the assignments we have undertaken to support our clients.

Diagnostics

We have developed proprietary diagnostic tools to help companies improve their buying and supplier management. Our products are designed to be easy to use, practical tools that help companies achieve real benefits in a time and cost efficient manner.

Our software avoids the need for time consuming meetings and the expense of bringing people together in the one forum to discuss how they do their work. We also use a wide range of tools, methodologies and frameworks we know are among the best available in their respective fields.

Procure-it

We combine extensive procurement and supplier management knowledge and expertise with hands on project management experience to help organisations get the goods and services they want, when they want them for the price they want to pay - either as part of a cost reduction exercise for an existing contract or when letting new contracts.

Procure-it's focus is to help organisations achieve clearly defined and measurable results from procurement initiatives within time and budget constraints and with a transparency that engages all stakeholders.

We can provide the knowledge, expertise and methodology for full project management or hands on resource for specific elements of a purchasing initiative: you decide the level of involvement best suited to your needs.



Coaching /Technical Mentoring

There are times when being part of the crowd just doesn't work, nor does working on your own. Coaching & technical mentoring provide an excellent means of supporting individuals with one-on-one sessions focused on their particular needs.

We have found coaching and technical mentoring is the ideal solution for individuals at different levels of an organisation when:

- There is a need for rapid personal development
- Specific business issues and problems are not covered in the depth required in group training and development workshops
- There is a lack of individuals within the client organisation who have the operational and management experience and/or time to assist an individual
- Managers who excel at developing other people lack the same opportunity for further growth and personal development through their association with other senior professionals
- Senior managers require a safe haven to rehearse ideas, get feedback and alternate perspectives before committing themselves and their organisations to a course of action.

We work with the client organisation and the individual to identify and agree specific success factors for the individual's current or future role and expected business results (i.e. what it expects to be different as a result of the coaching process), the frequency and duration of the interventions.

Coaching can focus on the technical content required to achieve a business improvement, the required personal and behavioural skill set or strategic thinking.

We bring much more to our coaching than just facilitation. We bring senior level commercial management and operational expertise to each engagement to ensure our skills and expertise stays on in your business long after we have left.

Getting the right coach for the individual is paramount and the right coach means the right chemistry and appropriate skills – we think you will be delighted by the talent we can offer.

Training and development

Using our extensive operational experience, we have developed and deliver a portfolio of over 30 commercial skills training programmes and workshops designed for those with little or no previous experience through to senior managers. All our speaklers are highly experienced, lively and engaging.

With our breadth of experince working across sectors, we can customise programmes to meet your specific requirements to ensure maxmum learning potential for participants.



Our clients

We have worked with a broad range of clients in the public, private and not for profit sectors.

The companies we have worked with include:

Virgin Atlantic Airways
Transport for London
Land Registry
Environment Agency
Nokia
Glaxo Wellcome
SKF
London Underground
Contour
Direct Line
Balfour Beatty
Open University
Royal Mail
Sony Pictures
Playstation
Department Government & Local Communities
Parcelforce Worldwide