

# teleios

consulting



Dedicated to helping  
their customers achieve  
new levels of success

Teleios Consulting provides world-class training programmes that are specifically tailored to your organisation and your staff.

# Let us ask you some questions

- Do you want your sales professionals closing million \$ deals more easily? Well at HP/Compaq this happened for one person two days into a Teleios Consulting course.
- Do you want your people to use new ways of working that are more productive and flexible? So did Customs and Excise and Teleios Consulting helped them change.
- Do you want employees to stop hiding inside their roles and really engage in open dialogue? That is what Teleios Consulting is achieving at the Ministry of Defence.
- Do you want to grow and accomplish more while still enjoying life? Teleios Consulting has mentored and trained countless individuals to new levels of achievement.

Maybe you have a desire that

teleios  
consulting

can help you fulfil...

## What does teleios consulting do?

Teleios Consulting designs and delivers development programmes that are specifically tailored to your organisation and staff. Our courses are hand-built around your needs to achieve a lasting change in your people.

We mainly help groups of people inside organisations to take the next step in their development. It might be leadership training, team development, organisational change, sales skills or a host of other performance issues. See the back page for a list of specific courses and tools.

## Benefits of using teleios consulting

Any major improvement needs a co-ordinated approach. Tailored training, customised to your business needs, is a great way of producing the right change - and fast. And when it is delivered by recognised and passionate expert practitioners then this 'burst of power' can accelerate an individual, team or organisation towards their goal.

Tailored development programmes also mean that we build in partnership with our customers. We strongly believe that consultants should be on tap, not on top of a business. Your success matters to us.

## Who is teleios consulting?

Teleios Consulting is a group of highly motivated individuals whose passion is to see people reach new levels of success.

**Teleios** is a Greek word meaning **completeness** or **maturity** and carries the core ideals of what Teleios Consulting want to do - taking people further and higher than they could have gone on their own.

These ideals have attracted a world-class set of people to work for Teleios Consulting, each with their own powerful skill set.

## teleios consulting track record

Teleios Consulting has delivered tailored development programmes for over eight years. During this time it has built up an enviable track record of long-term relationships with FTSE100/S&P500, government and not-for-profit companies. See the next page for a list of some of our clients.

Teleios Consulting team members all have extensive industrial experience and specialist skills that provide the knowledge to develop and deliver a course. This, combined with a passion to grow people, gives our trainers the ability to 'make a difference'.

# Some Clients of Teleios Consulting

Our list of customers is long and enviable covering large multi-nationals, government agencies, quoted and unquoted companies plus not-for-profit organisations. Here are just a few of their names:

**HP/Compaq. Customs and Excise. Whitehall and Industry Group. Honda Cars UK. Ericsson.  
Cranfield University and Business School. British Petroleum and AMEC. The Defence Procurement Agency.  
Givaudan Roure. Neville Russell Management Consultants. Vodafone. Ford Europe. Children's Society.  
Little Haven's Children's Hospice. Central Berkshire Education and Business Partnership.**

For the sake of brevity we have only listed three examples to give you a flavour of what we do. A more comprehensive list of clients and case studies are available on our web site at [www.teleiosconsulting.com](http://www.teleiosconsulting.com)

**Company:** HP/Compaq – IT solution provider  
**Who:** Senior level sales, account managers and project managers  
**Time period:** 4 day courses – running 4 years, ongoing  
**Summary:** The change in the marketplace required HP/Compaq to move from 'selling product' to a customer focused solution provider. Teleios Consulting leads a worldwide programme to develop the HP/Compaq's consultative and project management capabilities. This work, which has been retained through the current acquisition, is increasing customer satisfaction and improving sales.

#### Known client benefits:

- The lessons learnt on the course changed the behaviour of the sales consultants resulting in an immediate improvement in their sales performance.
- The courses gave a robust process for handling large programmes. This gave greater clarity in setting expectations and goals and is helping to reduce project scope creep and cost.

**Company:** Customs and Excise - Government department, UK  
**Who:** Senior and middle level employees  
**Time period:** Multiple duration and style course – running 4 years, ongoing  
**Summary:** Customs and Excise has been going through a major change in the last couple of years initiated by the 'Modernising Government' initiative. Teleios Consulting has been involved at all levels inside Customs and Excise to help them understand, shape and grasp the necessary changes, some of which have been very profound. Courses have dealt with issues such as the goals of the organisation, the way people are led, overcoming traditions and being successful in the new culture.

#### Known client benefits:

- The development of a Leadership capability, which has included turning vision into strategy, understanding how that strategy affects the day-to-day operation and then making this happen.
- Helping senior management to develop a more collaborative and consultative style of operation and then transfer this to the employees involved in the front-line work.

**Company:** Vodafone – Mobile Telecommunications provider  
**Who:** Middle management and sales executives  
**Time period:** 3 day events over a one year period  
**Summary:** Vodafone was going through extra-ordinary growth, which was putting a significant strain on the management teams. Teleios Consulting was asked to train up new managers so that they could become effective as rapidly as possible. This involved creating a tailored made course quickly that reflected Vodafone's requirements of the managers and equipped them to meet the challenge swiftly and effectively.

#### Known client benefits:

- Enabled Vodafone to support their aggressive growth targets by quickly designing and rolling out courses that built up its management capability to meet the demands.
- Enabled field sales managers to provide coaching and support to field sales teams thus allowing them to be more focused, which resulted in improved revenue.

"Teleios Consulting presents an outstanding collection of tools and techniques for seeking and achieving clarity. I am not aware of any advanced communication course that offers so much, so quickly and so effectively.

Teleios Consulting broadens one's capacity to think. The pay off is immediate and lasting"

Dean A. Pappas, PMP  
Regional Programme Management Office  
US Central & Great Lakes Region  
HP Services

"What we were able to achieve in a three day course was truly impressive. We dovetailed Teleios Consulting's work into our own strategy work. The synergy was excellent and the transformational effect was better than we could have reasonably hoped.

The results are still being felt here at the work-face six months later, with a stronger sense of commitment and focus among the staff. The problems we are facing have not become any less difficult, but there is now an overall sense of expectation of success."

Professor Peter Brook  
Head of Integration Authority  
Defence Procurement Agency (UK MOD)

The Whitehall and Industry Group's Working Towards Leadership programme brings together peer groups of leaders from the public and private sectors to explore leadership issues in a safe, but stretching environment.

Teleios Consulting partners WIG in delivering the programme and their involvement is critical to its success. It is important that our partners reflect the WIG style and Teleios are a perfect match. They are pragmatic, innovative, flexible, lively, challenging and thought provoking.

Our delegates tell us time and time again about the impact and sustainable difference the programme has made to their performance as leaders.

Sally Cantello  
Chief Executive  
Whitehall and Industry Group (WIG)

# Teleios Products and Services

We are committed to building in partnership with our customers, solutions that add real value and contribute to their bottom line. In this respect we have a virtual warehouse of material, tools, expertise and experience that we draw on in order to customise the particular intervention. As you will see from our examples of current assignments this "Need" and "Solution" led approach, does make up most of our work.

Through consistent demand we also have a tried and tested range of specific products. Because of their subject matter these can be used in most companies with little modification. These **off the shelf** training courses, tools and diagnostic inventories are listed below.

## Leadership Products

- **Introduction to the Leadership Challenge.** This is a one-day workshop for those who will be Team Leaders in the future.
- **Developing the Leader Within.** This three-day training course is for current team and department leaders who want to go deeper.
- **Leadership Master Class.** This is a five-day intensive class for senior leaders.
- **Leadership / Followership Matrix.** This diagnostic tool explores in depth the unique relationship between leadership and followership styles and modes of working.

## Change Products

- **Modelling the Way.** This highly interactive two-day workshop looks at how to employ key principles when taking people successfully through a change process.
- **Change Master.** This Internet based business simulation can be run with groups who are responsible for a change process in a business. Performance is measured and bench marked.
- **Change Ability Survey.** This robust and sophisticated tool measures an organisation's readiness to change. It also identifies specific areas where particular attention will need to be given during the change process.

## Team Development Products

- **Developing a High Performance Team.** This three-day highly focused and interactive training workshop will provide the tools and processes that are required to significantly shift performance.
- **Various profiling tools** including MBTI, Elements of Awareness, Team Role profiling.

## Communication Products

- **Communication Workshop.** This three-day workshop helps people to communicate with greater clarity and purpose.
- **Presentation Skills.** This two-day training course helps people get the best out of their presentations.

## Selling Skills Products

- **Direct Selling Skills.** This is a three-day training course, which is for those starting out in a Telesales or Direct Selling career.
- **Developing a Consultative Approach.** This introductory three-day training course is for people who are just beginning to work with the customer to define need and design solutions.
- **Consulting Principles and Practices.** This is an advanced four-day training class for Sales People, Account Managers, Project Managers and Solution Architects.

## Project Management Products

- **Introduction to Project Management.** This three-day training course introduces the territory of project work in a highly interactive and challenging style.

## What should I do next?

This brochure is too small to contain all the information on Teleios Consulting and we invite you to visit our web site at [www.teleiosconsulting.com](http://www.teleiosconsulting.com) and ultimately contact us for a meeting. We can then talk to you about your needs and see what would be the most appropriate offering to help you move forward. Our contact details are below:-

Pinewood, Chineham Business Park  
Crockford Lane, Basingstoke  
Hampshire, RG24 8AL  
United Kingdom

Telephone: +44(0)1256 698041  
Facsimile: +44(0)1256 698247  
Email: [enquiries@teleiosconsulting.com](mailto:enquiries@teleiosconsulting.com)