



# ***PEOPLE DEVELOPMENT 2019***

***INSPIRE - IMPART - INNOVATE - IMPROVE***





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## WELCOME

4i Solutions works with you to improve performance, processes and, most importantly, people.

We deliver bespoke learning and development solutions to ensure you are equipped to overcome the challenges you face today and in the future.

Our people have a vast array of knowledge and expertise from industries including corporate business, sport, construction, and housing.

We have outlined a range of our most popular programmes, development and support, just contact us to discuss how we can tailor these to the unique needs of your own organisation. We turn objectives into outcomes.

“

*Very enlightening, positive, open, and honest.*

*Useful event, it has produced honesty and openness, plus distilled some key lessons.*

*Very informative and thought provoking.  
You are never too old to learn!*

”

## MEET THE TEAM



### ROBERT ISAAC

MBA, Assoc CIPD

Director of People Development

With over twenty years experience as a trainer, coach, facilitator and consultant, Robert has developed and delivered several leading-edge management and leadership development programmes, with both public and private sector business. Robert is also a qualified sports instructor and coach.



### GREG FALVEY

BA, Dip Psych, CIHCM, EMCC, BPS

Associate Director

Having accumulated over thirty five years' experience in the not for profit, voluntary, and public sectors Greg qualified as an executive level coach and mentor. He delivers a number of programmes for 4i Solutions. He has operated as a director and chief executive of large organisations and is a non-executive director for a Housing Association.



### NICK JOSLYN

BSc FRICS

Managing Director

Nick is a Chartered Building Surveyor and experienced Non Exec, as well as professional facilitator, mentor and coach. His experience covers public, private and commercial sectors, with a specific focus on construction, property and housing.



### CRAIG McHUGH

Assoc CIPD

People Development Consultant

Craig is a learning and people development expert with over 18 years experience in private and public sector industries, successfully helping thousands of people and many organisations to develop, improve and get the results they need.



# UNDERSTANDING YOUR PEOPLE DEVELOPMENT GOALS

In the current challenging environment, we will help you align your training and people development requirements with your strategic business aims, helping to transform your organisation.

## KEY BENEFITS:

- Confident, skilled, and adaptable employees ready to play an effective role in achieving business success.
- Ensure maximum impact and value for money from your training budget.
- Offer nationally recognised accredited courses.
- Ensure talent is recognised, developed and retained.
- Drive and support culture change across the business.
- Use of Belbin Team Roles, Colour Personality Tests and Myers Briggs to understand and develop your communication skills.

Using tools such as Training Needs Analysis and Competency Frameworks, we help review learning and development requirements and support individual, team and organisational development.



*I had high expectations and they were exceeded.*

**Alan Townshend, Southern Housing Group**

# TEAM DEVELOPMENT & FACILITATION

Our expertise helps organisations bring your people development to life. We develop strong teams by recognising and challenging silo working, reflecting on individual behaviours, and creating a collaborative culture.

Our tailored workshops and facilitation services are designed to enable individuals and teams to grow in confidence and excel. Together we start with your people and finish with enhanced performance.

COLLABORATION	EXPERIENTIAL LEARNING	VISION DAYS
ENERGISERS	INTERACTIVE TASKS	CREATIVE LEARNING
ICE BREAKERS	INTERVENTIONS	COMMUNICATION

“Great things in business are never done by one person. They’re done by a team of people.”

Steve Jobs







## EXECUTIVE COACHING & MENTORING

We deliver executive coaching and mentoring programmes specifically for Chief Executives, Managing Directors, Non-Executives, senior staff, aspiring leaders and rising stars.

### LEADING IS CHALLENGING

The demands on leaders are challenging, the constant burden on your time and resources, the thrills and spills of running the business, and the pressure to be your best can be overwhelming. It can also be isolating; we know, we've been there.

We will give you honest feedback and support, when you need it. Our confidential coaching will help you define and communicate your thoughts, breakdown your perceived barriers, seek solutions and broaden your leadership toolkit.

We regularly help leaders to improve decision making, develop leadership and management skills, define and enhance your personal leadership style, and increase confidence.

Our sessions are designed around your needs. You'll work hard but we'll hold you to account while we celebrate your successes and help you reach your goals

Alongside individual coaching, we offer training to give your leaders additional coaching skills to help cultivate a coaching culture. Supporting this, we will help you create an in-house mentoring programme.



## LEADERSHIP & MANAGEMENT DEVELOPMENT

Good leadership is multifaceted, and requires good technical or subject knowledge, self-awareness, and great people skills.

We understand that a business has its own set of leadership and management behaviours. These are often expected to be replicated and embedded throughout the organisation.

4i Solutions provide bespoke and accredited programmes as an approved centre of the Institute in Leadership and Management (ILM).

Our success in this area has helped individuals and organisations to thrive.

*The Leadership & Management Development programme was of great benefit to me. My highlight was the business strategy you develop throughout the course, which I have already implemented into the business.*

**Chris Francis, Head of Property Services, Golding Homes**



## BEING EXCEPTIONAL

Our exceptional customer experience programmes aim to:

- Create a positively memorable service experience.
- Manage customers' expectations and where possible to exceed them.
- Recognise the significance of good and bad service on customers' loyalty and company's reputation.
- Develop a framework for saying 'no' constructively.
- Fine tune the ability to turn around customer complaints and dissatisfaction.
- Most recently, we were invited by Awards International to chair the Training & Transformation Panel of Judges at the UK Customer Experience Awards.





## CULTURE CHANGE

Positive workplace culture attracts talent, drives engagement, impacts happiness and satisfaction, and affects performance. The personality of your business is influenced by everything; leadership, management, workplace practices, policies, and people impact culture significantly.

The biggest mistake organisations make is letting their workplace culture form naturally without first defining what they want it to be.

4i Solutions will help your business become a workplace of choice, where people want to give their best to each other and to your customers.

*Feedback from other members of the team was good, some honest discussions, the session was well managed.*

*Well-presented and engaging speakers, you clearly have a passion for the topic. Positive for internal team, as well as client team building.*

*Excellent resources and examples. Loved the psychological approach. Great vibes from both of you. Clear messages. Good job! THANK YOU!*



## OUR CLIENTS

A selection of our clients:

azdominion

anchor  
hanover

CLARION  
HOUSING GROUP

golding  
homes

Harlow  
Council  
*Working together for Harlow*

Lewisham  
Homes

co  
op

town&country  
housing

THE  
HOUSING  
FORUM  
INTERACT  
INFORM  
INFLUENCE

Fastflow  
Group

Waltham Forest

HARTPURY

mitie

united  
living

Moat



## CONTACT US

This is a summary of our most popular programmes.  
We offer a wide range of soft skills training, so if you have not seen a programme or event that you are looking for please get in touch.

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