

# Working with GPSVision

*Working with clients to increase their return on investment  
from people development activities.*



“GPSVision are particularly good at working jointly with an organisation to ensure the training will deliver what is needed - it is refreshing not to work with providers who have ‘off the shelf’ solutions and find someone who tailors everything to fit.”

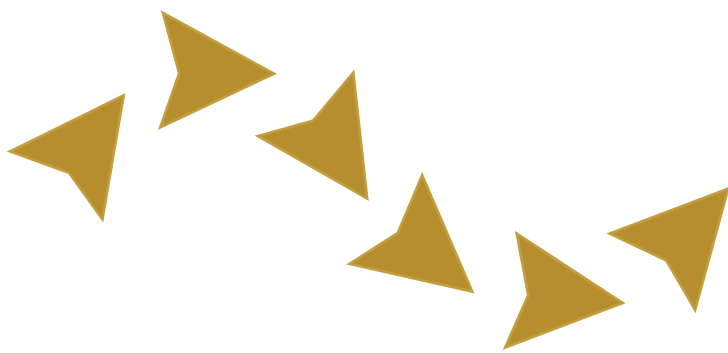
Judy Ryder, Organisational Development Director,  
Whitefriars Housing Group



**APTER**  
INTERNATIONAL



*inspiring leaders*



# Welcome to GPSVision

GPSVision brings new approaches to learning in organisations. We are passionate about measurement, learning transfer and innovative ways of developing people and organisations.

Working with training and development that guarantees change, our clients range from small charities to some of the UK's largest organisations.

We pride ourselves on being at the forefront of development approaches that offer clients a bottom line return on their investment.

Our vision is to show companies how to guarantee a return on investment from all development activity, adding value through working in partnerships with our clients.

At the heart of our service is the GPSVision Performance Improvement Cycle © an objective support package and evaluation tool that positively encourages and tracks the use of new skills and knowledge by the individual and the organisation.

We are passionate about maximising the impact of our interventions and delivering a measurable return on investment. We adopt a partnership approach with a commitment to our Customers and the achievement of their business goals.

“The day was very well thought out and was a mixture of theory and practice with a heavy emphasis on practice and useful ways to help us manage the change process. We all enjoyed the day, managed to collectively solve some tricky problems and have some new management tools to help us with our future.”

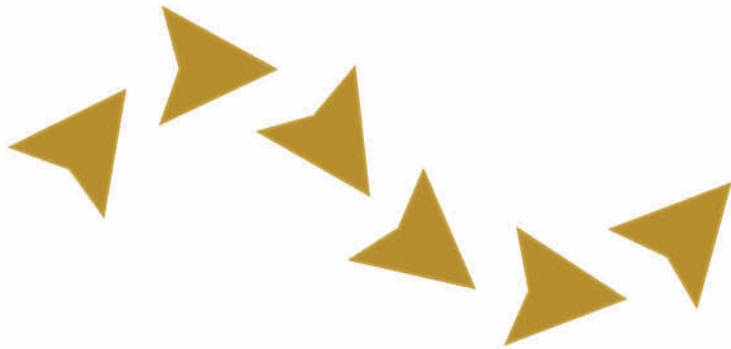
Julie Walker, Home Zone

“The time line exercise highlighted just how much we have experienced and given me the confidence that we can manage future change.”

BID Services with Deaf People, Shaping Our Future, 2006



The Performance Improvement Cycle ©

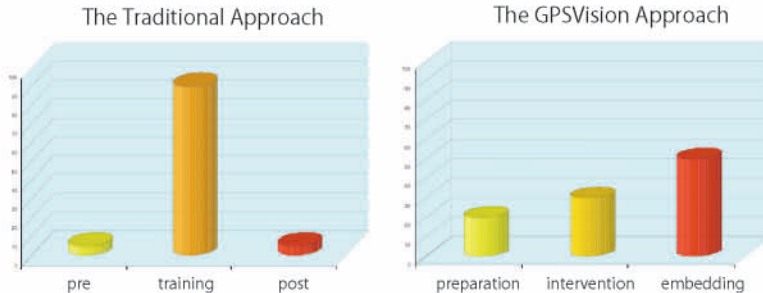


"I wholeheartedly recommend GPSVision and their unique business-focused approach to an organisation that wants to demonstrate the impact that development of people has on the bottom line"

Jackie Benson, Human Resources Manager  
Bromsgrove District Housing Trust.

## Challenging the Status Quo

We provide customers with an embedded learning process that ensures the focus is not only on the training, but the pre and post activities required for enabling real performance improvement.



## Return on Investment

We show our customers how to achieve a positive return on investment from their training programmes.

Whitefriars Housing's return on investment

$$\frac{\pounds 162,500 - \pounds 15,000}{\pounds 15,000} \times 100 = 983\% \text{ ROI}$$

Whitefriars savings (based on reduced recruitment, absence and redundancy costs) against cost of GPSVision programme.



GPSVision provide a range of services and programmes for clients including

## Leadership and Management

- ▶ Chartered Management Institute Awards ▶ BTEC Professional Award ▶ Resolving Conflict
- ▶ Performance Review ▶ Recruitment and Selection ▶ Project Management ▶ Managing Teams
- ▶ Problem solving and decision making ▶ Developing people at work ▶ Coaching and Mentoring
- ▶ Negotiating and Influencing others ▶ Strategic Management ▶ Quality and Customer Relations

## Personal Effectiveness

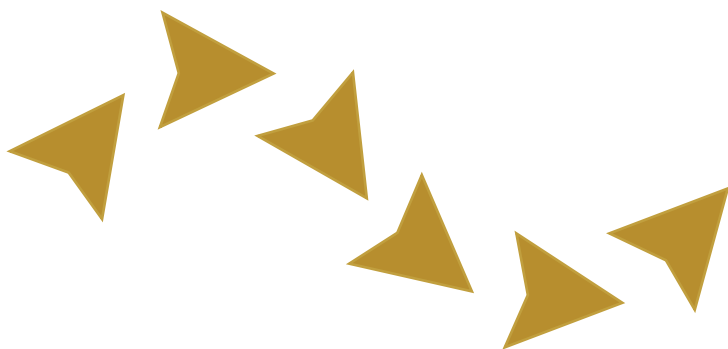
- ▶ Effective Communication
- ▶ Presentation Skills
- ▶ Influence and Persuasion
- ▶ Assertiveness
- ▶ Managing Yourself
- ▶ Career Planning
- ▶ Emotional Intelligence
- ▶ Report Writing

## Customer Care

- ▶ Advanced communication skills
- ▶ Telephone Techniques
- ▶ Dealing with aggression in the work place
- ▶ Handling difficult situations
- ▶ Personal safety at work

“We can easily fall into the trap that putting people through some training is the objective rather than the training is the intervention to achieve business objectives.”

Judy Ryder, Organisational Development Director,  
Whitefriars Housing Group



## Employee Opinion Surveys

We have developed a robust system for managing Employee Opinion Surveys and have successfully carried out numerous projects for clients across the UK addressing some or all of the following areas:

- ▶ Employee Development
- ▶ Management
- ▶ Motivation
- ▶ Employee Involvement
- ▶ Customer Services
- ▶ Values
- ▶ Culture
- ▶ Equal Opportunity
- ▶ Change and the Future
- ▶ Communication
- ▶ Performance Management
- ▶ Reward Management

## Managing Change

Our change management programme focuses on the past, present and future and has been successfully used with organisations going through change, and can be customised for any client group.

"I'm delighted for the 19 managers who have achieved the Leadership and Managing Change qualification. I do feel that as a result of this programme we have acquired more confident managers with the determination to go further in their career.

This has helped improve our succession planning issue and means we no longer have to look outside to fill certain jobs. This will save the Trust money in recruitment costs and create a more motivated work force."

Steve Denton, University Hospital Coventry and Warwickshire NHS Trust



## GPSVision is working with a range of clients including

### Housing

- ▶ Worcester Community Housing
- ▶ Homezone
- ▶ Bromsgrove District Housing Trust
- ▶ Whitefriars Housing Group
- ▶ West Mercia Housing

### Charities

- ▶ National Society for Epilepsy
- ▶ Aquarius Alcohol and Drugs Service
- ▶ Tabeisa
- ▶ Entrust Care
- ▶ BID Services with Deaf People

### NHS

- ▶ Coventry Teaching Primary Care Trust
- ▶ South Warwickshire Teaching Primary Care Trust
- ▶ University Hospital Coventry and Warwickshire

### Education

- ▶ Coventry University
- ▶ Birmingham University

### Local Authorities

- ▶ Nuneaton and Bedworth Borough Council
- ▶ Harlow District Council
- ▶ Warwickshire County Council

## GPSVision Ltd

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