



Inspiring



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The Land of Opportunity is where we live and work  
when we choose to see with new eyes,  
live from our hearts, and allow ourselves and others  
to be truly what we are...

*'A Peacock in the Land of Penguins'* by Barbara Hateley.



## Releasing the potential of people...

Every company invests in people, but just how do you realise the full potential of that investment to impact on your bottom line?

How do you ensure that those who work for your company want to work there? Is there a way to inspire a can do attitude which permeates your whole corporate culture? Is it possible to discover the depth of motivation which will result in every individual in the company contributing their very best, maximising their performance in the achievement of corporate objectives and goals.



At TMI we believe all these ambitions can be achieved. In fact we know because we've seen it happen time and time again, in companies from virtually every market sector, both large corporations and small organisations.

TMI offer learning and consulting solutions that transform organisational culture and achieve long term business success which have been refined and developed for over 25 years. Our primary focus is on a resource that's infinitely complex but potentially infinitely rewarding.

**The individual.**

...to create competitive advantage



## The TMI Difference



At TMI we are not like other consultants. Our concentration in releasing the power of people to benefit themselves and your company is unique. So is our ability to implement and integrate the solution throughout your organisation to make it work and last.

We are uniquely suited to the commercial realities of the 21st century. Technological change, increasing customer expectations and the erosion of traditional career paths means that people need to be open to change and challenges like never before.

Unless you can help your people focus their energies and unite around a shared vision, the times ahead could be tough.

Through TMI's carefully evolved consulting processes, concepts and programmes, we have the ability to instill a new vitality and purpose at every level of your organisation, from the boardroom to the boiler room if necessary.

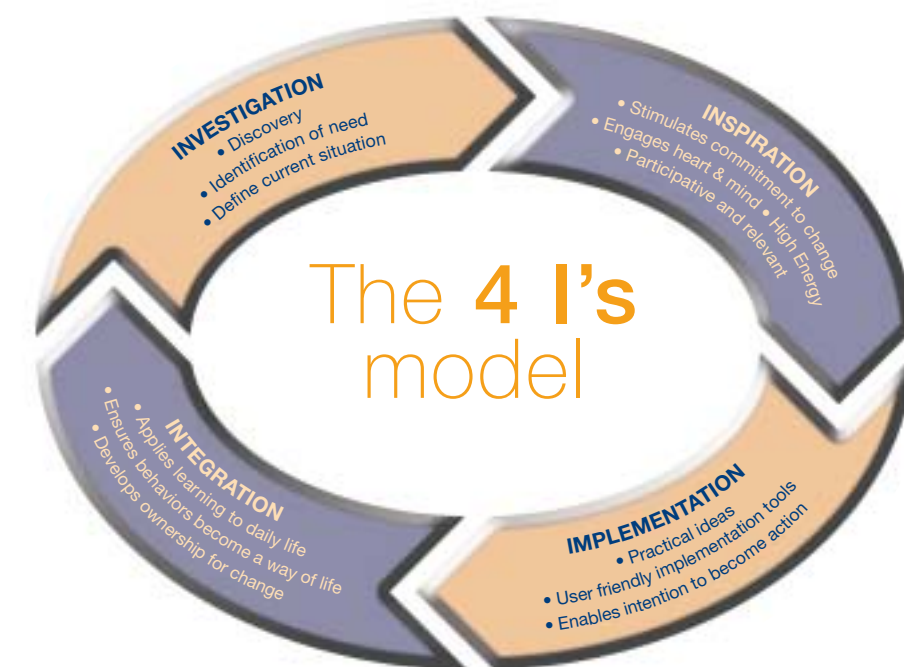
All our solutions are based around your specific business goals and aim to help you achieve industry-leading performance and profitability.

We use a proven strategy we call the 4 I's, which are:

- Investigation
- Inspiration
- Implementation
- Integration

“I feel that TMI has been the catalyst that has helped me create the culture that the business needed to be able to direct its progress and we are very pleased with its success.”

Sophie Parker, Managing Director, KMG Financial Ltd.





## A wholly individual approach

No effective consultant can ignore the fact that it's not organisations that change, but individuals. Every company is a living organism composed of all its people.

There's no difficulty paying lip-service to these ideals, but at TMI we go far beyond that. We turn change through individuals into a reality, and help you reap the benefits that result in:

- Increased productivity
- Improved customer relations
- Better quality of product / service
- Competitive advantage
- Differentiated service / products

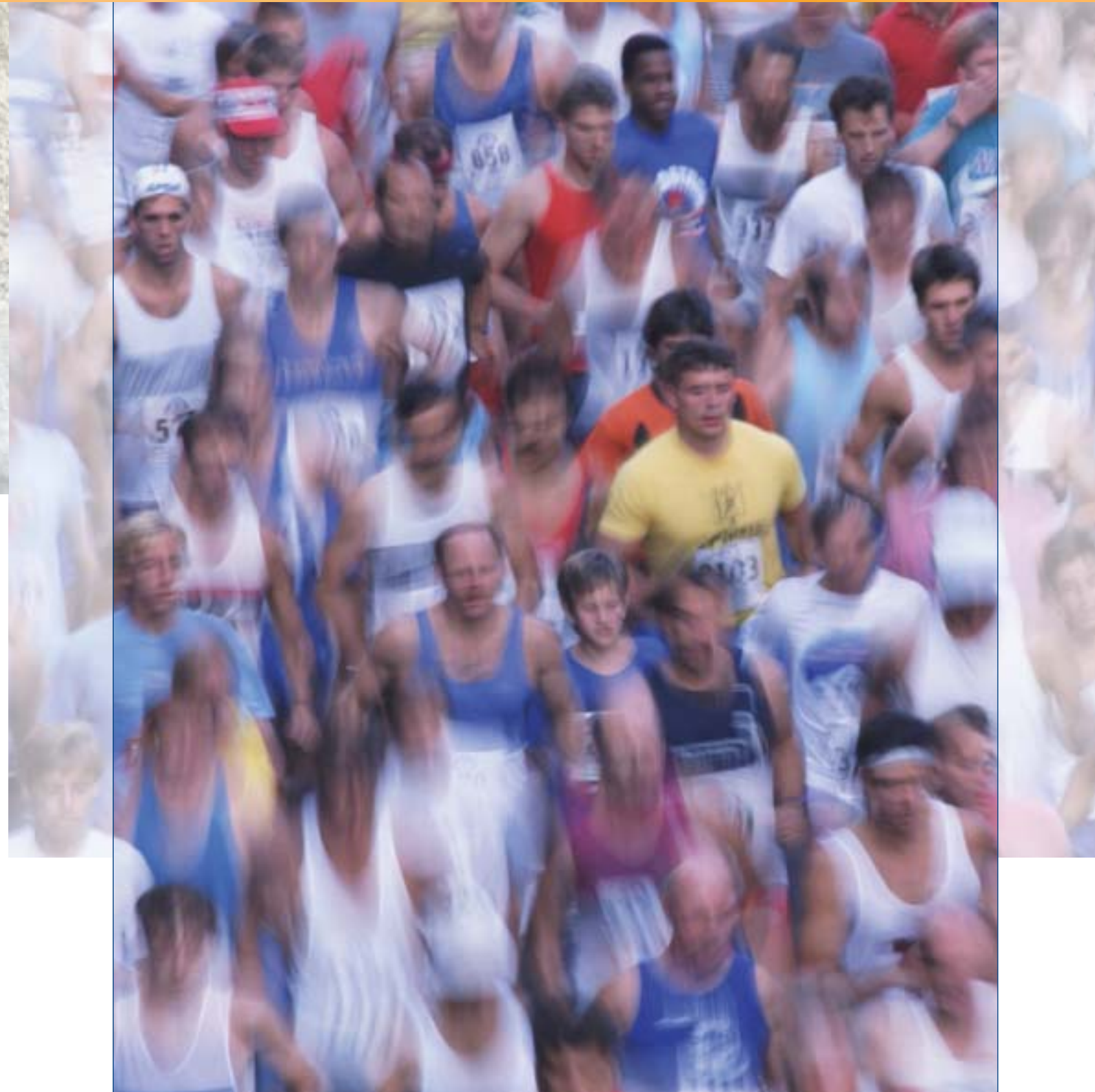
### **We achieve this through:**

**Investigation:** gaining a thorough understanding and audit of your organisation's specific needs.

**Inspiration:** winning commitment from your people through our fresh and exciting approach.

**Implementation:** keeping every level of management and staff focused on the key steps and objectives.

**Integration:** working with people to understand how to make systems work properly.



“The work with TMI has helped put the tracks down for us to establish the award winning company we have today.”

Brian Burdsall, Midland Mainline, Managing Director.



# TMI Consulting

Ideologies are a luxury unless they can be realised in practical terms. TMI have a range of specific consulting solutions, designed to tackle the precise requirements of contemporary business culture.

### Achieving change

Mergers and acquisitions, restructuring, downsizing, rapid growth or market re-alignment – these are the common experiences of many businesses today.

Where culture change and change management is required, TMI have a number of positive solutions, ranging from instilling a performance culture to improving customer service, from achieving a leaner manufacturing process to improving supply chain management.

TMI tackle the human side of change as an enabler for structural and procedural improvement in your organisation – so that you can harness the full potential of your organisational change process.

### Instilling vision

One of the biggest challenges is effectively communicating your corporate vision and values, and maintaining focus on them throughout the company.

TMI can help your Vision Deployment succeed through facilitation of Top-Team events and cascading a workshop-based programme and communication plan throughout your business. Our process is designed to gain commitment to the vision, assist with understanding and acceptance and provide a realisation of how it can be put into active use for improved performance.

### Executing strategies

Plans and strategies are essential to every business, but they can be easier to conceive than to implement.

This is where TMI can provide highly effective Strategy – to Plan – to Implementation Programmes to ensure managers and key teams are fully on-board with the tools and understanding they need to turn theory into everyday practice.

### Maximising people-performance

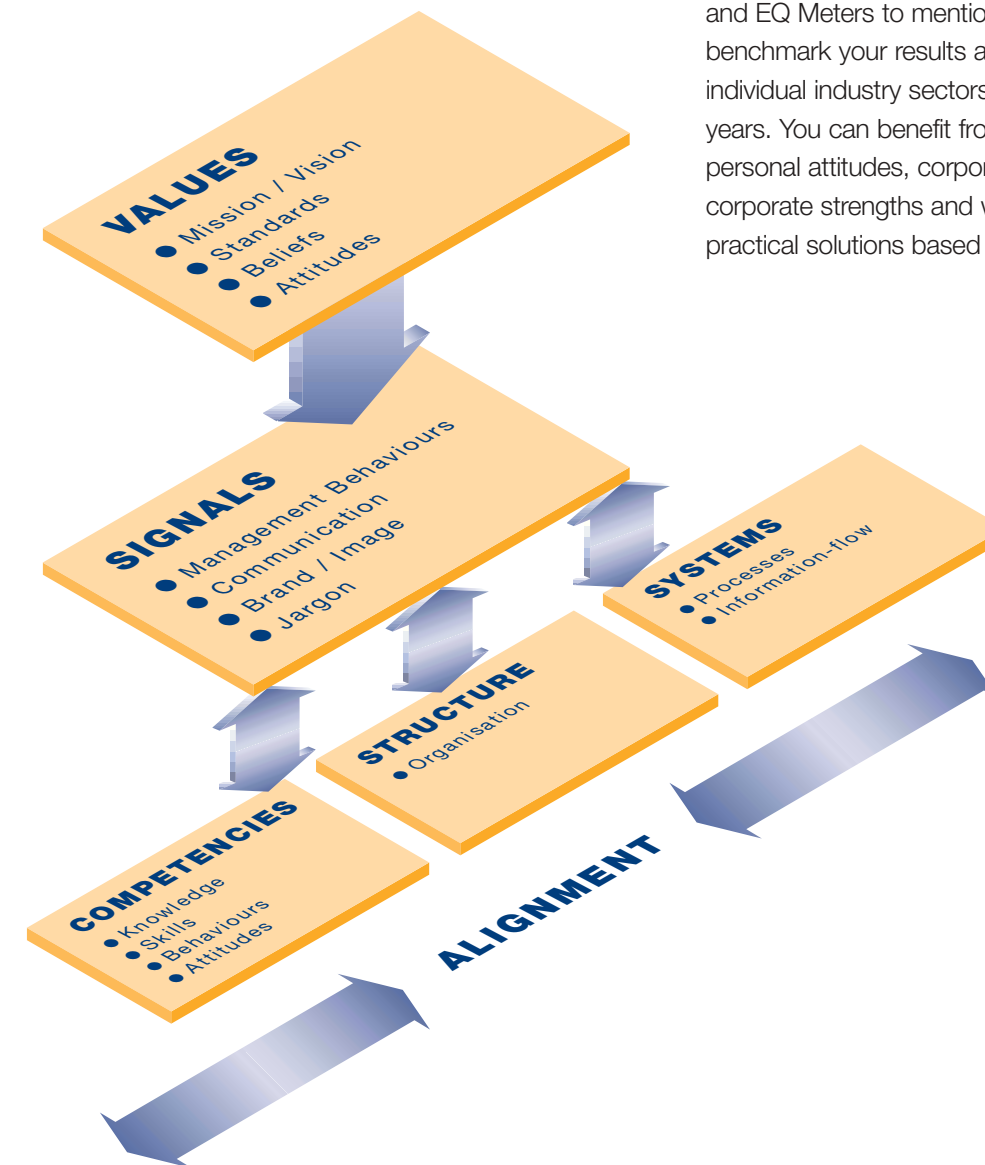
Human Resource Management systems need to be aligned to your corporate vision, values and strategy if they are to be effective.

We have expertise in design and implementation of processes such as performance management, learning and competency development and training needs analysis. In fact the full range of HR systems, processes and policies which will help manage your human assets for maximum organisational gain and individual fulfilment.

### Measuring precisely

If you want a truly objective assessment of your people, it obviously needs the involvement of a professional and unprejudiced third party. TMI have the right tools, objectivity and experience to help you explore both hard and soft factors about your organisation.

Our own tools include the Culture Audit, Energy Meter and EQ Meters to mention but a few. We can benchmark your results against norm data from individual industry sectors gathered over the past 25 years. You can benefit from an accurate evaluation of personal attitudes, corporate culture, individual / team / corporate strengths and weaknesses to implement practical solutions based on knowledge.



TMI's Change Management Approach

## Facing the future

Technology has impacted hugely on businesses, not just internally but also in Customer Relationship Management and ways of working (virtual / cross cultural teams etc). Changing work patterns also mean that individuals can easily feel uncertain about the future and how to deal with it.

The TMI approach is to equip people with both the attitude and the understanding they need to approach the future positively. Our processes and programmes are designed to build confidence in implementing modern technology and embrace the new world of working, customer management and career development.

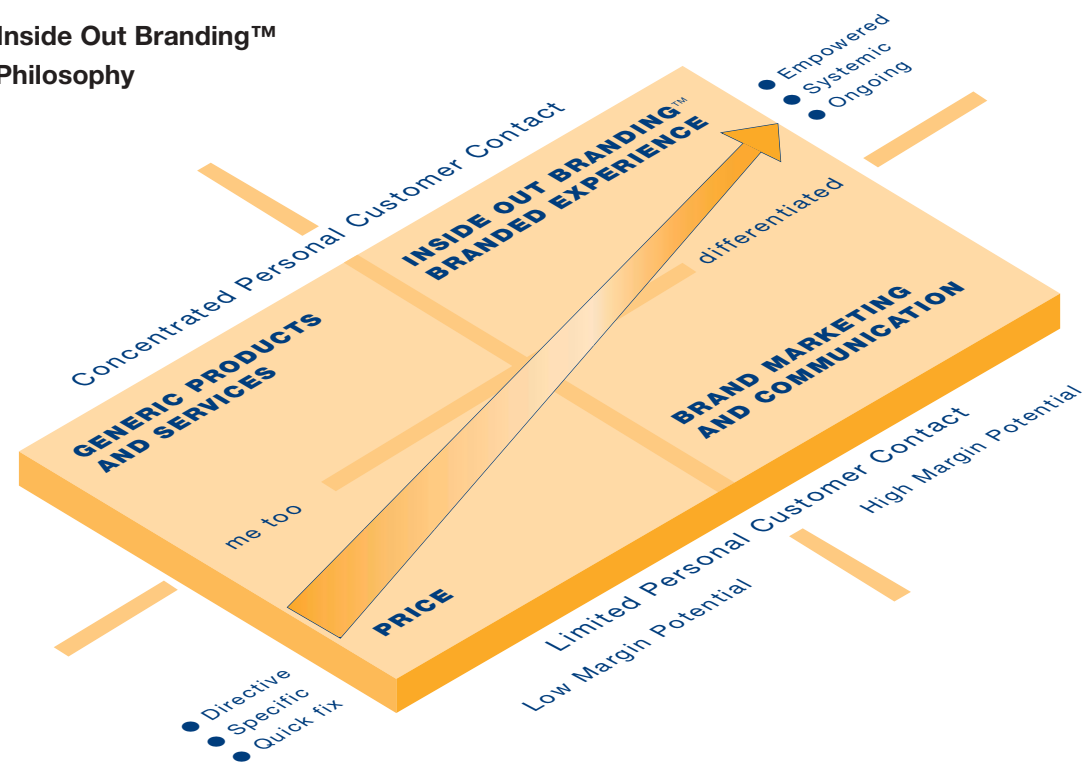
## Building the brand

At TMI we believe that the brand should not just be a logo, but a way of life. The most successful companies are those whose brand values infuse every aspect of their operation, be it product or people, processes or services.

Our approach breathes life into the brand within the organisation first, from head office to the shop floor, management to customer facing staff and from production to the sales team, from the 'inside out'.

Through conferences, workshops and tool development, TMI can help your organisation define the core brand values and then apply them. When the brand finally becomes one with the corporate culture, your customers will experience a consistent quality of service, that builds loyalty and identification no competitor can rival.

## TMI - Inside Out Branding™ - Our Philosophy



“The Land of Opportunity is an attitude.

It is an openness to new ideas, a willingness to listen, an eagerness to learn, a desire to grow, and a flexibility to change.”

‘A Peacock in the Land of Penguins’ by Barbara Hateley.



TMI were contacted by a 16 year old Ellen MacArthur as part of a 2,000 mailing to obtain sponsorship. TMI were one of only two companies to respond to her sailing aspirations and continues to work with her. She is now an inspiration to many and took 2nd place in the Vendée Globe 2001 single handed round the world yacht race.

[www.ellenmacarthur.com](http://www.ellenmacarthur.com)

Photography by Thierry Martinez

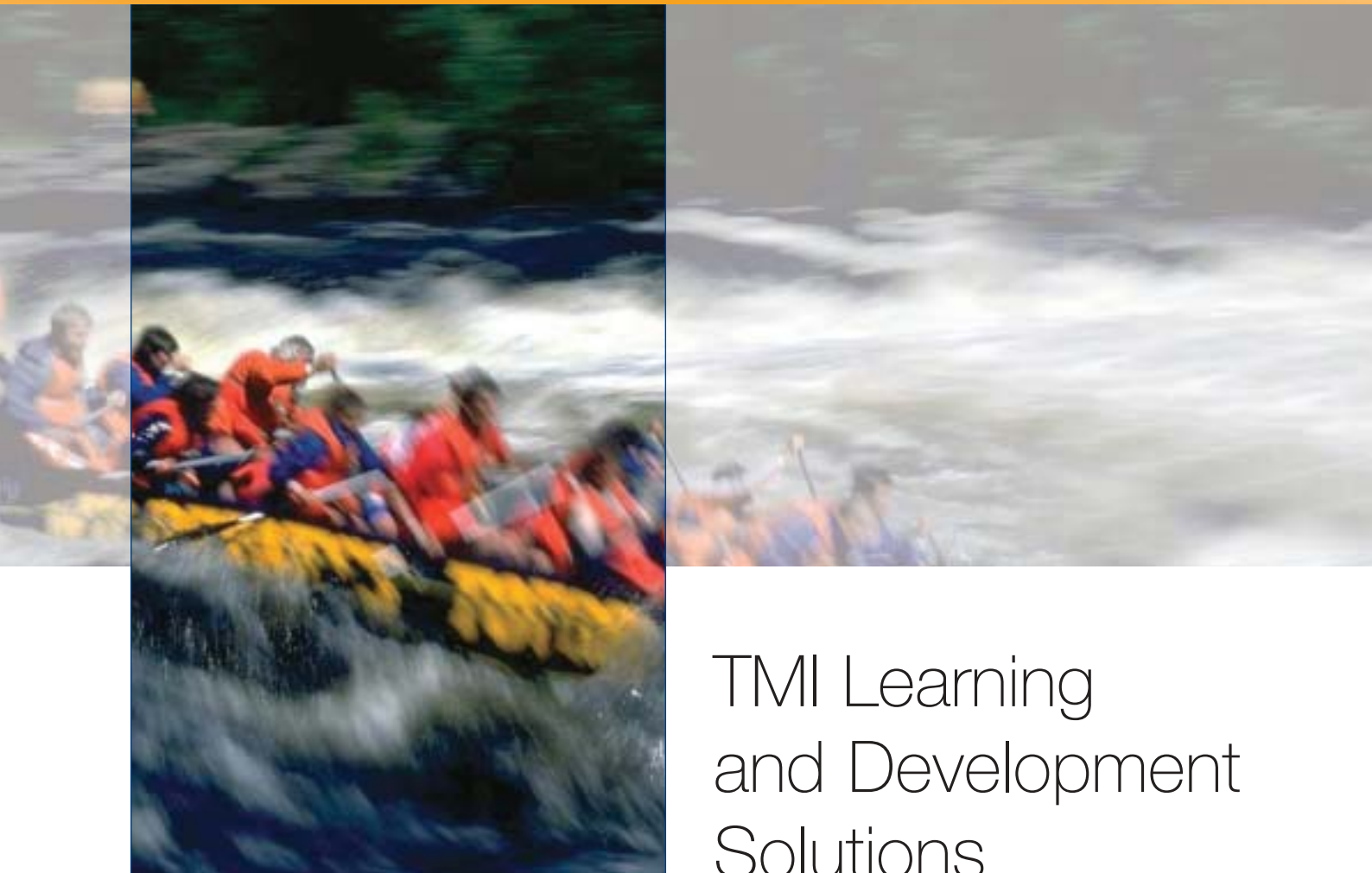
## Towards new personal horizons

At the heart of TMI is our desire to excel in helping people acquire new skills, new motivation and new confidence.

That's why our consultants are steeped in the TMI ethos of inspiring through example. Participants in our learning programmes – whether they attend a 'TAKE90' at work or spend five days away, or whether it's a bespoke in-company programme – experience a level of involvement, energy, teamwork and simple fun which we believe is second to none.

What's more, our learning programmes are designed for a lasting influence. Because they are engaging and impactful, they are memorable. But more than that, we can ensure and evaluate through our diagnostic research that they perform a vital role for the individual and the company both now and in the future. Plus we can involve management and senior teams to build on the new attitudes acquired through the programmes.

Every TMI learning solution is designed to have an influence far beyond the immediate need.



## TMI Learning and Development Solutions

We employ whatever methods best suit the learning goal – from short in-company workouts (TAKE90), to one or two day workshops, from residential programmes to focus groups and seminars. We also utilise the full range of media, including face to face interaction, text books and distance learning, web and computer based resources.

“I have worked for Wickes for 10 years and found this course to be the most enlightening and enjoyable I have ever been on. The techniques and systems have addressed a lot of the issues I was experiencing and I left the programme excited at the prospect of putting my learning into practice.”

David Vernon, Wickes Extra, Store Manager.

### **Customer Service**

Leading edge customer service programmes to give your people the means to differentiate your company in a customer-driven world.

### **Managing Change**

Enabling people to see new working methods in a positive rather than negative light at a time when the only constant is change.

### **Management and Team Development**

Giving managers and teams the vision, knowledge and skills they need to increase productivity as well as achieve personal fulfilment.

### **Leadership and Coaching**

Learning how to lead a team in a modern business culture – through vision, motivation of others, instilling enthusiasm and encouraging commitment for action.

### **Executive Mentoring**

A dialogue for senior managers on a one-to-one basis over a half or full day at any location, designed to provide support and leading edge analysis of crucial issues from an objective business thinker.

### **Executive and Strategic Teams**

Creating leadership teams and techniques for developing and working in unison towards agreed strategic aims that will have a positive impact on the whole organisation.

### **Sales Development**

Maximising and modernising selling and account management skills through bespoke development programmes that take full account of the latest developments in selling through technology.

### **Time Management**

Improving personal and organisational effectiveness through a range of programmes, including the time-proven route of better time management, supported by paper-based and software-based systems.

### **Project Management**

Creating a project culture in which each member of the team contributes fully to the outcome, including defining, planning, managing, executing and evaluating the process.

### **Soft / Interpersonal Skills**

Developing vital attributes for success in today's workplace, including assertive communication, presentation skills, managing stress and exercising creative brain power.

### **Emotional Intelligence**

Helping individuals, teams and organisations to recognise how emotions can either hinder or assist with achieving results – a neglected area that can greatly improve personal and organisational effectiveness.

### **Conference and Seminar Organisation**

Saving the company time and resources through a complete service that can include everything from sourcing the venue to managing the event on the day.

### **Keynote Speaking**

Providing expert keynote speakers who can communicate your case persuasively, with exactly the right balance of enthusiasm and gravitas, customised to your needs.

# A world of experience



TMI's presence, in terms of people, ideas and resources is worldwide. For our clients this means they have all the benefits of a local office, but can also draw on cross-cultural and international knowledge and delivery resource if required.

Wherever you find TMI, however, there is one thing which unites our approach to consulting – our belief in the potential of people. Ambitions, ideals and desires unite us all.

TMI see little or no discrepancy between what benefits the corporate world and what

benefits the personal world – the human component is at the heart of each. The fulfilment of the individual is inextricably linked to the success of the company.

This idea of balanced renewal is the essence of TMI's philosophy. The concept is integral to our approach and is perhaps best illustrated by our corporate logo – the holos. Holos is Greek for 'the whole', incorporating the idea of both / and, expressing the need to balance our hearts and our minds.

“The land of Opportunity is more than a place... it is a state of mind.”

‘A Peacock in the Land of Penguins’ by Barbara Hateley.

## Our recent clients include:

AEA Technology	Marks & Spencer
Barclays Bank PLC	Midland Mainline
BASF	Midlands Co-operative Society
BOC	Open Accounts PLC
Boots Company PLC	Perkins Engines
British Gas	Pfizer
British Nuclear Fuels	Portsmouth City Council
BT	PowerGen
BUPA	QinetiQ
CGNU	Sapient
City & Guilds	Sara Lee Household & Body Care
City University	Scottish & Newcastle
Computacenter	Scout Association
Credit Suisse First Boston	Shell
DaimlerChrysler UK	Sony
Department for Work and Pensions	Stena
Digital Vision	Toshiba
Equant	Toyota
Foreign & Commonwealth Office	Transco
Fulcrum Connections	TRW Lucas Aerospace
GallifordTry Group	Ufi Learndirect
Havebury Housing Partnership	UK Sports Institute
HBOS	Unilever
HP/Compaq	Virgin Atlantic Airways
ITNET	West Lothian Council
JP Morgan	Whitbread
Kimberly Clark Europe	World Duty Free Europe
Kinnarps UK	Wyeth Laboratories
Liberata	Your Communications
Lloyds TSB	
Mail Newspapers	

“I was first inspired by TMI back in 1989. They not only changed the culture of my company, but my whole business philosophy and values have stemmed from what I learned on their courses. I cannot recommend them enough.”

Dawn Gibbins, Business Woman of the Year 2003, CEO, Flowcrete Group.