



Hunter Roberts are a results-focussed leadership and people development consulting business, expert at leveraging leading edge people development practices to help individuals and teams dramatically improve performance and meet changing commercial and service expectations.

We are proud that our client experience is international, blue chip and represents all industry sectors.

We work in partnership with our clients and all solutions we deliver are tailored to meet the real needs of each client. The majority of our work comes through recommendation of satisfied clients. In 2007 we were awarded the 'Hallmark of Innovation Award' in partnership with Barclays for our innovative and pragmatic training and development solutions.

We have a particular expertise in transforming in-house teams delivering infrastructure and professional services within major blue chip organisations. Clients in this area include Accenture, Herbert Smith, Skandia, Barclays, Specsavers, The Kellogg Company, BAA, Levis Strauss and BASF.

We have recently completed a significant piece of work with the Facilities and Services team at Accenture. Their business challenge was to improve the quality of services delivered while reducing cost and increasing productivity, in the context of a fast moving high demand high challenge organisational culture.

We worked extensively with the management team to specify the required outputs and develop a comprehensive programme of activities to deliver them. The programme had four key components:

Restructuring the way services are provided

- Centralising/consolidating activities
- Creating new job profiles and a role specific skills and competencies framework
- Increasing the productivity of individual staff
- Engaging and training individuals to succeed in the new roles

Client relationship building

- Working with managers and team leaders to develop their awareness of the importance of effective internal client relationships
- Introducing stakeholder mapping and management tools
- Developing relationship management skills
- Growing the teams confidence and capability through practice and role playing



Developing individual and team capability

- Running a 1x1 coaching programme for managers
- Designing and delivering development centres to identify development needs and high potential individuals/ future stars
- Introducing a capability framework and tools to support career and succession management
- Introducing a variety of diagnostic and assessment tools to support managers in developing individuals and teams

Performance Management

- Developing objective setting processes with clear, specific and measurable targets and standards
- Providing support to managers and team leaders in managing performance issues
- Providing a career development framework and associated training to help managers and team leaders handle career development and performance discussions

The business outcomes delivered included a reduction in the cost of services provided, an increase in measured individual and team productivity, an increase in the confidence and capability of the management team and the team leader population and an increase in measured staff satisfaction.