

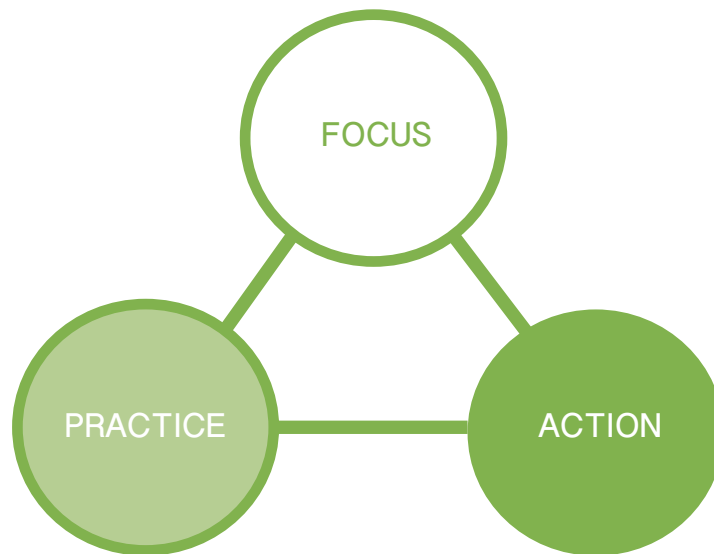
ready?



for growth
and change

Conversation matters.





➤ What do Global Edge do?

We support your organisation to be ready for growth and change by concentrating on the frequency, quality and impact of everyday conversations.

We run practical programmes that firstly focus on readiness gaps and secondly facilitate practice sessions based on proven approaches and styles, aimed at delivering high levels of collaboration and productivity.

To equip our clients with the capability to deliver these dynamic conversations, we use drama-based learning, psychology and the most relevant business thinking to build on your people's natural abilities in a challenging and supportive environment.

Individuals and teams will learn to shift their mind-sets into a more dynamic state of readiness and develop skill-sets, tuned into meeting challenging targets and organisational transition.

➤ What does success look like?

Today's businesses are facing constant, tumultuous change; new technologies, new competitors, new markets and demands for greater performance.

For teams to flourish rather than flounder in an ever-changing environment requires them to have exceptional levels of agility, communication and trust.

From our experience, and at every level, deliberately practising and developing dynamic conversation skills raises productivity, engagement and creates the conditions for high trust cultures to emerge.

➤ Building a programme

Every Readiness Programme we put together will be totally unique to the problems you face. We tune-in to the language, patterns and habits of your organisation and then design our response around the three core learning principles of:

Focus: on readiness gaps for teams/individuals.

Practice: dynamic programme facilitation with drama-based performance preparation and delivery.

Action: that provides highly engaging and challenging scenarios and simulations aimed at follow up action.

Our approach is to fuse dynamic conversations into your organisations culture, transcending both the hard-wired skills in strategic and operational thinking and the soft skills of facilitation, mentoring and coaching.

Create your own Readiness Programme



Readiness Assessments

Research, observation and analysis (at organisation, team or individual level) to assess 'readiness' against a specific set of criteria.



Facilitated Workshops

Workshops (ranging from 60 mins to 3 days) blending drama-based learning, psychology and the latest business thinking using our unique 'readiness' methodology and approach.



Simulator Pods

Individual or group simulations which assess and develop 'readiness' on pre-determined behaviours, beliefs and capabilities, to help meet specific targets or business challenges.



Practice Sessions

Actor-based practice sessions using our 5 Conversation Styles (delivered virtually or face to face), focused on real life scenarios, with video analysis and individual feedback.



Group Webinars

Virtual classroom sessions (using Adobe Connect's latest platform) providing a global, interactive and immersive learning experience for small and large groups.



PIP 1-2-1

One-to-one or small group coaching sessions, delivered face-to-face or virtually, to heighten self-awareness on potential, reduce interference and ultimately maximise performance.



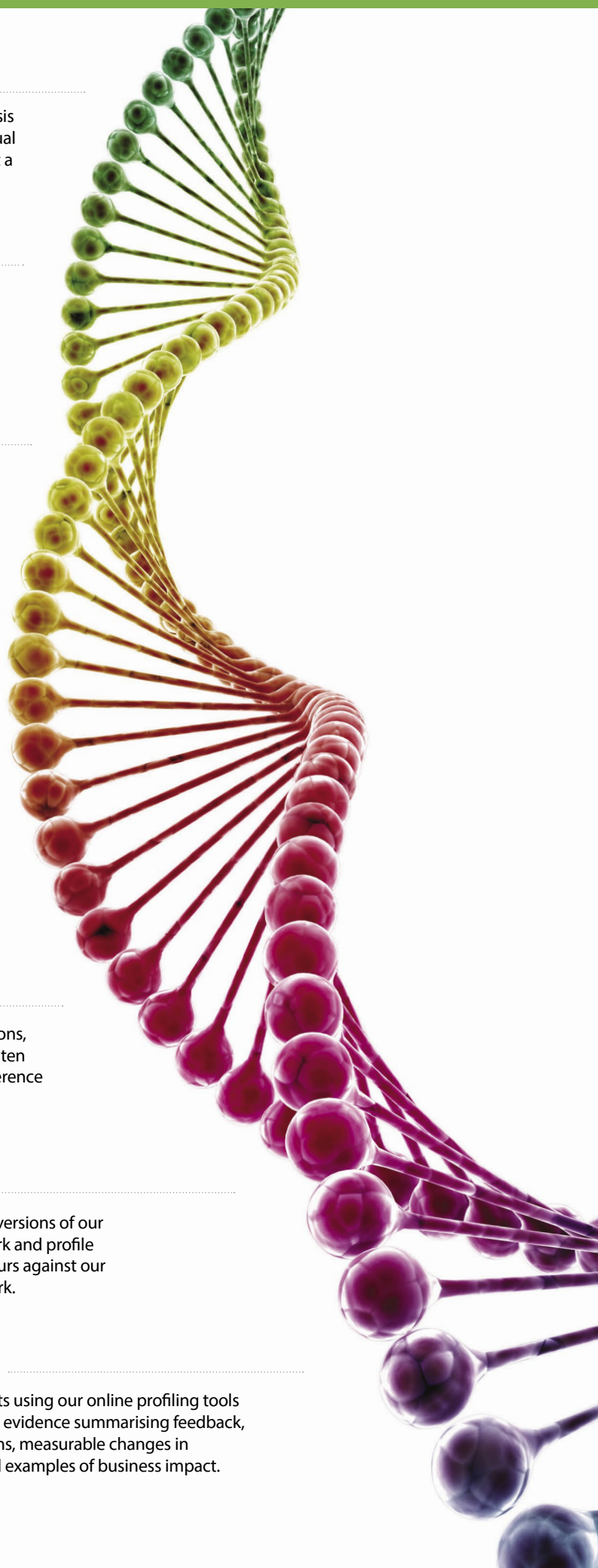
Online feedback

Client branded 180° and 360° versions of our in-house tool. These benchmark and profile perception of specific behaviours against our 5 conversation styles framework.



ROI reports

Tailored reports using our online profiling tools and anecdotal evidence summarising feedback, learning actions, measurable changes in behaviour and examples of business impact.



We are experts in preparing people for growth



➤ Readiness challenge

The challenge was to support a group of international sales leaders (based in the UK, US and Malaysia) to be ready for global leadership in a newly merged/reshaped organisation.

➤ Readiness solution

Following our Readiness Audit, we worked closely with IHS to develop and agree a unique set of 'Readiness Criteria' (capabilities, behaviours and beliefs necessary to deliver against key challenges and corporate goals).

We created a consistent global programme using the latest webinar technology as well as workshops in both UK and Denver.

Each individual was assessed through a bespoke 360° feedback process, followed by a PIP coaching session, to help them create their own focused development plan.

This was then followed by further PIP sessions, webinar updates, and virtual practice sessions with our actors. A detailed ROI report summarised readiness levels for the group, as well as key strengths and any readiness gaps.



Readiness Audit



Webinar introduction



One day workshops



360° feedback



PIP 1-2-1 coaching



Webinar Updates



Virtual practice



ROI report

“

With a vastly diverse and transient team of colleagues to be up-skilled, we needed to work with an organisation that was able to support us with a dynamic approach.

Global Edge lived up to their name with a Global approach of multiple delivery methods and engaging a complex group of leaders in a way that gave them the edge to succeed.

Anthony Price-Thompson,
Inside Sales, L&D
IHS Markit



and change...but don't take our word for it.



CAMBRIDGE
UNIVERSITY PRESS

➤ Readiness challenge

Cambridge University Press needed to connect the benefit of their new electronic appraisal process with the value of everyday honest conversations.

➤ Readiness solution and result

Global Edge designed a series of interactive sessions for 400 managers, which included a dynamic mix of forum theatre, scripted scenarios and group facilitation.

Each session consisted of 3 parts. The forum theatre was a scripted and pre-rehearsed scene involving two actors, with the intention of providing a memorable and highly engaging experience that had strong impact value. The facilitated debate included interaction around 3 big 'Honesty' questions (with sharing of personal stories and experiences in smaller groups to challenge mindset and approach). A final scenario practice session helped to embed actions in their minds to use in their everyday life at work.



Readiness Audit



Forum theatre



Facilitated debate



Scenario practice

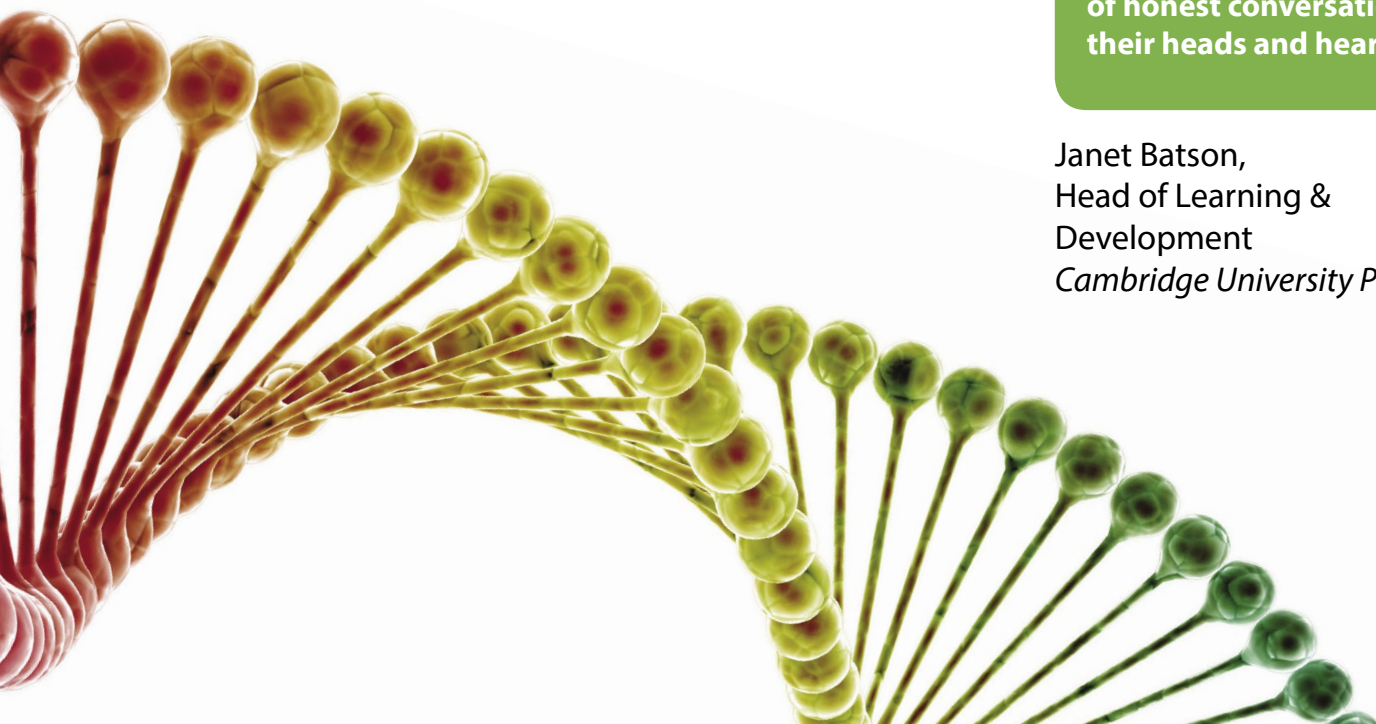
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We commissioned Global Edge at the earliest stage of our thinking, due to their immediate grasp of our requirements.

They set out to provide a compelling and relevant case for honest conversation throughout the organisation, bringing to life real experiences from our managers, with content delivered in a truly entertaining and memorable way.

As a result, in the context of knowing, focusing and valuing their people, and Cambridge University Press as a whole, our managers have taken the relevance of honest conversations to their heads and hearts.

Janet Batson,
Head of Learning &
Development
Cambridge University Press

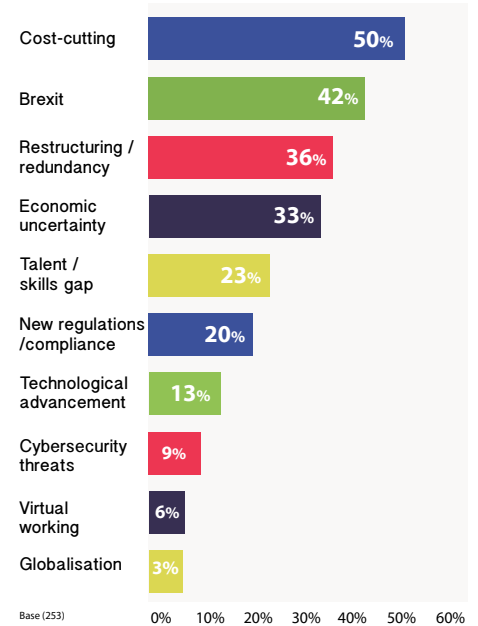


Ready for change survey 2017

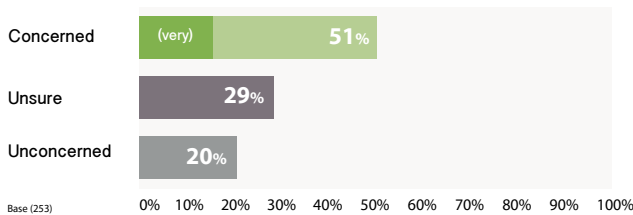
At Global Edge, we are committed to understanding the impact of change on the UK workforce. Our research department ran a survey in April 2017 asking about their concerns and how this can impact on productivity at work. This is what we discovered:

Top economic, political or environmental challenges likely to be detrimental to productivity, now or in the near future (according to the UK workforce).

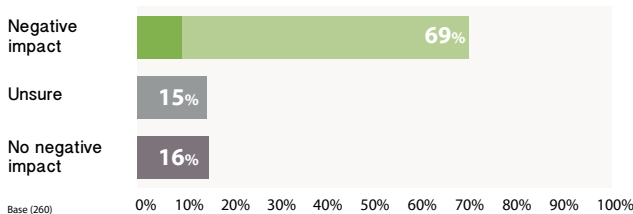
Global Edge 'Ready for change' April 2017.
Survey base (253)



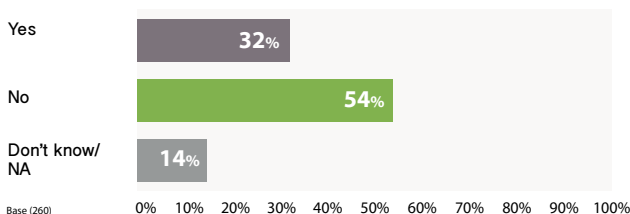
Over half of the UK workforce are concerned as to whether their organisation can support the current pace of change.



Two-thirds of the UK workforce say their productivity is negatively impacted when going through a period of change at work.



Over half of the UK workforce say there are not enough direct and honest conversations (particularly with senior leaders) at work.



Global Edge view

It is interesting to note that the top economic, political or environmental concerns are of a largely operational character – so what is the relationship between these worries and developing the right culture to deal with them?

Planning or handling any kind of transformation (structural, process, policy, competence, protocol, brand, behaviour or partnership) is a massive deal for any organisation and, in reality, three out of four change initiatives usually fail.

So how do you support your organisation through often constant periods of change?

Well, uncertainty can have a devastating affect on people and organisations. It is vital therefore that your leadership teams have the relevant skill-set and mind-set to be able to effectively communicate the reasons behind (and the process to manage) change.

Having honest, open and 'dynamic' conversations are proven to dramatically increase engagement levels, productivity and reduce anxieties associated with change.

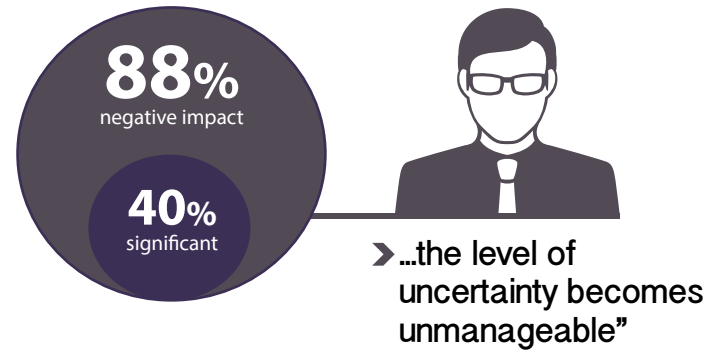
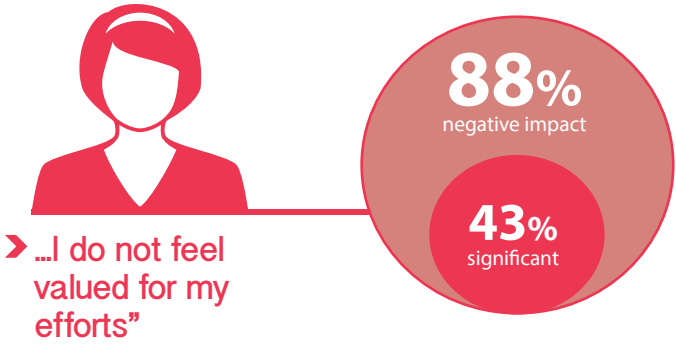
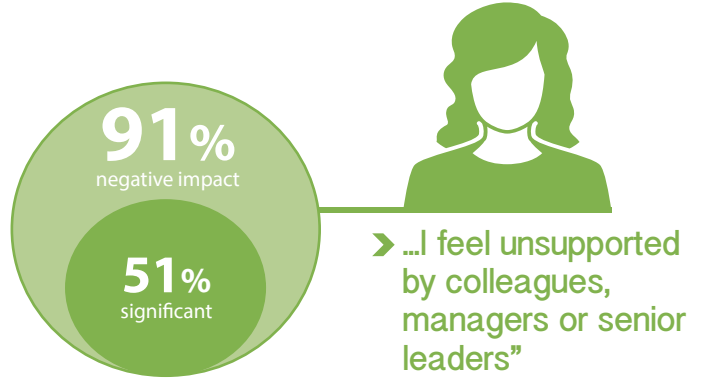
It is important that leaders are role models of these conversations and understand the value in creating a high trust culture where collaboration is the norm.

At Global Edge, we know from working with our clients that the opportunity for successful change rises substantially when senior leaders get behind the frequency, quality and impact of everyday conversations.

A high trust culture equals a high performance culture that is ready for growth and change.

We asked the UK workforce to rank the impact on their productivity at work.

"I do not perform well when..."



Significant impact ————— Some impact ————— No impact



Global Edge view

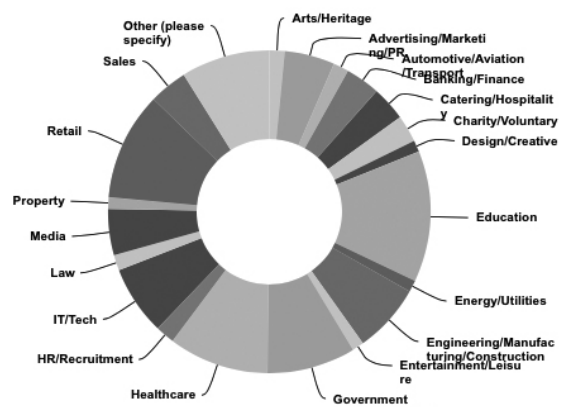
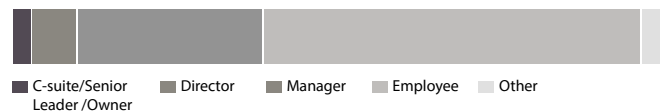
Know me. Focus me. Value me.

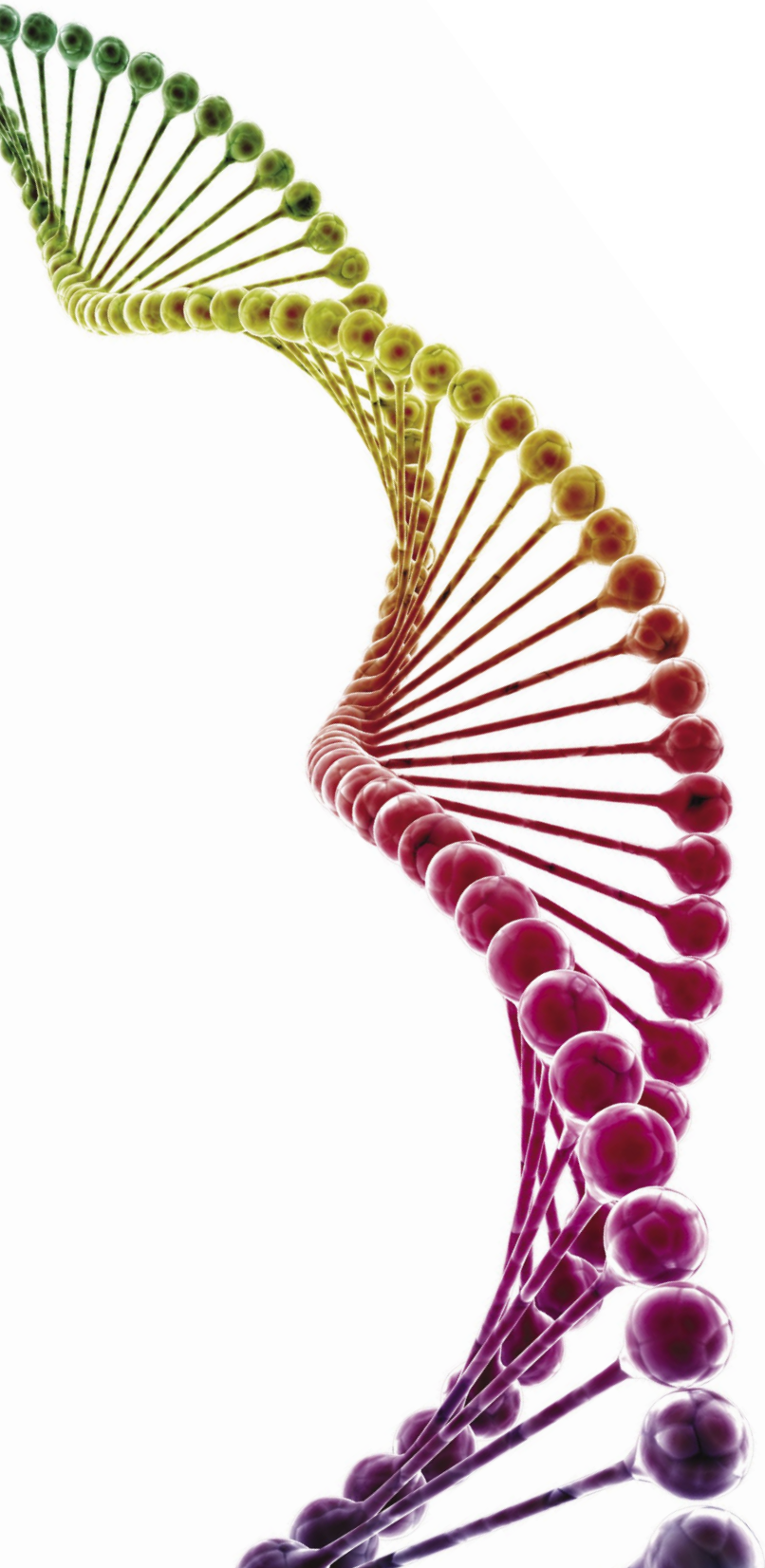
Again these results highlight that maintaining high levels of performance requires the essential ingredients of *trust*, *openness* and *honesty* within your organisation. The route to creating this high trust culture is to ensure dynamic conversations become a normal part of everyday life at work. We encourage leaders to work with their people on three critical elements:

Know me – understanding their teams will mean they can both challenge and support them to achieve their potential.

Focus me – being clear and assertive has a direct link to perceptions of honesty. Challenging directly and fairly will actually help to create a sense of trust.

Value me – ensuring their teams feel valued for their contribution.





Jeff Benveniste
Senior Partner
jeff@theglobaledge.com

01923 537 099

www.theglobaledge.com

