

## TRANSFORMATIONAL TEAMS

### HIGH-IMPACT SHIFT IN BUSINESS RESULTS

**“If a team can experience the impact of doing things differently, they gain the self-belief that they can do it. That is how we enable our clients to meet business challenges and achieve commercial results – that last.”**

Oona Collins  
Founder and Director,  
Potential Plus International

Our 'Transformational Teams' programmes are for organisations that are looking to achieve transformational results to deliver on their strategic goals. We work with executive boards, management teams and senior operational teams to deliver their commercial results.

#### Why

With intense competition and rapidly-evolving markets, your organisation may be facing critical business challenges that need to be addressed fast. Yet it may be challenging to find an effective way to get the results you need and to get your team on board.

How to grow market share, retain top talent, win more business and cross-sell more effectively; how to deliver exquisite service; how to build stronger client relationships or increase client loyalty – these are the challenges that our clients typically face when they come to us.

What our clients share in common is a pressing need for immediate and tangible high-impact results.

**“A highly effective programme in Asia for 80 of our elite performers from ten countries.**

**Oona facilitates with a combination of commercial pragmatism and emotional intelligence that motivates people to change.”**

Sally Chacatte  
Group HR Partner,  
Knight Frank LLP

**“At long last I have experienced a programme that I really felt added value to our business! The modular format over a series of months, undertaken in consistent and small groups, allowed us to build up and implement step by step a development plan with real outcomes. Most importantly it was from someone who understands our business and how to deliver great customer client service. In particular and of most use to me was gaining a renewed energy and focus on managing the team including setting their KPIs and helping them achieve them, as well as improving our business plan, refreshing our marketing initiatives and improving our customer service levels.**

Mark Charter,  
Partner,  
Carter Jonas

## What

Our team coaching programmes for senior executives and top teams create a shift in how you work and generate far-reaching results. All our programmes impact three levels: individual, team, business. We offer five signature programmes which we fully customise to your specific situation (see below).

## How

The power of Potential Plus International's approach – and what makes the key difference – is threefold.

- Firstly, we work with you in real-time, working on live situations, to enable you to achieve immediate results.
- Secondly, we make a considerable investment in getting to know you and your business and we devise the programme from your clients' perspective.
- Thirdly, we focus on the motivation and self-belief of the team, creating a step-change in the mind-set of your people.

In this way, we enable you to get to the core of what's holding you back, understand what success looks like and create changes that endure.

## Results

We help your people and hence your business be more successful. We enable you to achieve transformational results that mark the difference between good and great performance in a way that is sustainable.

Whilst each programme is different, key results include:

- Teams who are highly motivated and know what's important.
- Team members who know what their clients value and how to make the difference.
- Stronger interaction across service lines to maximise opportunities and revenue.
- Teams that are more entrepreneurial and take accountability for their business.
- Leaders who know how to motivate their teams and get real commitment to taking action.

As a direct result of our programmes, organisations achieve their commercial goals.

*"The Leadership Development Programme you have developed and taken us through has been extremely worthwhile for our business. It has introduced knowledge and techniques that have enabled our management to enhance their performance and that of their departments by giving focus to the most important issues in front of them and finding resolutions to these challenges"*

Andrew Jackson  
Managing Partner,  
Fisher German LLP

*"We wanted to create a new team culture to promote our brand in the UK and rapidly gain market share. The day's programme was the most well received I have ever experienced. Our business is stronger, our understanding of our unique brand clearer and our team more focused than ever before."*

Chris Moorhouse  
Head of Sales UK,  
Sotheby's International Realty

## OUR SIGNATURE PROGRAMMES

Our five signature Transformational Teams programmes are:

### **Winning Business – The Conversational Art of Selling**

How to increase your pitch success rate through Emotional Intelligence. A high-impact programme about what makes the difference in winning new business.

### **Driving Success for Top Teams**

How to instil behaviour and culture change around critical strategic goals. A modular programme for Senior Executives and Top Teams that combines executive team coaching with one-to-one coaching.

### **Building a Leadership Coaching Culture**

How to coach your team to deliver high levels of performance. An intensive programme about how to adopt a coaching style of leadership to transform your team's motivation and results.

### **Clients for Life**

You've won the business, how do you keep it? A very practical programme about how to ensure you keep the clients you've won for lifetime value.

### **Maximising Income in a changing market**

What can you do differently to generate income? A hands-on programme that identifies practical strategies and actions when faced with changing circumstances.

*To start a conversation about how we might help you achieve your goals, please contact us. We would be delighted to arrange a discussion or one-to-one meeting.*

**“Through Oona’s help, revenue has grown by 70%”**

Richard Hardwick  
Managing Director Pacific Region,  
The Hay Group

**“You managed to effect a radical turnaround in our business. Your input has been nothing short of miraculous.”**

Bill Thomson  
Chairman, Italian Network,  
Knight Frank LLP

**“I have never seen a team so motivated and driven after a programme. The increased energy and belief has resulted in a direct impact on productivity and revenue levels.”**

Regional Director,  
Hamptons International