



DELTA Group

DELTA Group is committed to supporting businesses in their drive to grow

We aim to work with you and for you to share in your success



Business Planning and Strategic Planning

For a successful business a key challenge is keeping it successful. This is often reliant on the plans you have in place.

We will help you to get a perspective on your business priorities and establish objectives and set them out in a plan which will enable yourself to guide you and others in your business success.

Support Overview

- Long term strategic direction
- Developing business plans
- Financial and Commercial Management
- Succession Planning



Performance Management and Review

Getting people to give of their best or getting the maximum from everybody is critical to the future of your business.

We will help you to develop ways to manage your people on a day to day basis, and or develop performance review or appraisal systems, to challenge people to take responsibility for their performance and give that extra effort.

Support Overview

- Challenging under performance
- Setting effective objectives, standards or targets
- Developing an effective appraisal
- Making individual reviews (appraisals) work



Managing your Business and Managing Change

Having developed your plans the challenge is to put them into practice. This is where you will be reliant on your structure, job descriptions and key business or people processes.

We will help you to review how you manage your business and confirm that it works for you or suggest practical ways to develop what you do.

Support Overview

- Structure and job roles
- Job Descriptions, Person Specifications
- Recruitment and Selection
- Change Management



Investors in People

As you develop there is a need to have a clear structure to drive that development and there is a benefit from external validation of your achievements. Investors in People is a National Standard of good practice in the way you manage your people and your business. We can also advise on achieving Accreditation against this prestigious standard.

We work with you to plan changes to meet this national benchmark that make a real difference to your business.

Support Overview

- Business and Strategic Planning
- Manager Competences
- Communication and other people engagement essentials
- Empowering staff to take real responsibility
- Induction, Training Planning and Evaluation

Link to National Standards

- As a result this development you would receive Investors in People Accreditation if you can bring about the changes needed



Personal Coaching

As a busy manager you may have little time to attend training workshops and yet you might need some guidance or reassurance that you are doing the right thing,

DELTA can offer focussed and practical guidance from experienced managers who can help you through that 'sticky problem' or give you some down to earth advice about how to handle different challenges.

What's involved?

A structured programme of short, relevant coaching meetings to help you address your problems.

The support is devised with you around your need and Pressures.

Development could be a month, a quarter or longer as suits you

Consider :-

- Business impact and personal choice
- Business skills and personal skills
- Balancing ambition with reality

Business and HR Consultancy



As an owner or director you may be very experienced in your role and in business or you may be in the first role of this type, you may be facing some special challenges, you may welcome some sound advice. At DELTA we have over 20 years of experience in helping small and large organisations to grow.

DELTA plans to help you to use realistic and practical business advice to make your business grow. We work alongside you until you get it the way you want it.

Typical Consultancy activity

- Business Planning/Strategic Planning
- Managing financial and management information
- Sales planning and sales management
- Planning and measuring performance
- Options in running business activity

Manager, Team Leader and Individual Development Workshops at your workplace



Options of 1/2, 1 or 2 day workshops specifically designed for you in order to train and develop managers, team leaders and individuals in order to help them lead and manage their people and to challenge and develop existing approaches to work so that they can make effective use of their skills to impact their teams and the organisation. These are typically run in house but can be run as open courses with a range of participants from different settings.

Typical Workshop topics

- Management and Leadership
- Managing Pressure
- Customer Service Skills
- Influencing Skills
- Performance management
- Negotiating Skills
- Challenging under performance
- Managing in organisations
- Team development
- Motivating and managing people
- Dealing with difficult situations
- Handling conflict and aggression

Costs includes Workbook and materials

People, HR and organisational development support

In today's climate organisations come under pressure to develop and reshape itself to better meet the demands of the market, its customers and its own workers. To achieve this you need to have practical and relevant advice to make your organisation the sort where your people want to work and give of their best.

DELTA can help you meet this challenge with sensible, workable solutions.

Typical Consultancy activity

- Design of appraisal/performance management systems
- Recruitment and Selection advice
- Discipline guidance
- Investors in People
- Job design/descriptions



A Civil Engineering company in Hampshire

Business Development and Investors in People

Working with senior managers to review business planning and business practices. Development of a sales and marketing approach. People process design and the development of key systems. Help with personnel issues.

Help and guidance to prepare for, and successfully achieve, Investors in People Accreditation.

Development work included :-

| | |
|-------------------------------------|---|
| Business Planning | Development of review/appraisal systems |
| Commercial management | Training planning |
| Sales planning and sales management | Practical guidance on solving challenging people issues |



Analysis and recommendations for manager development

Working with the Global HR Director to develop business plans, implement performance management processes and undertake senior manager selection and development. Linking with European and South African HR practitioners create and carry out a training needs analysis and assess the learning and development available in the business and recommend an approach to manager development that is both pragmatic and fits with the objectives of the business.

Influence and convince managers and HR specialists and gain support in implementation.

Project content

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| Working with senior managers to agree business plans | Creation and implementation of training needs analysis |
| Implement performance, management systems | Recommendations with action plan |
| Design and develop senior manager selection and development | Design and deliver learning and development workshops |

A valve manufacturer in Dorset

Business development, manufacturing and sales and marketing

Working closely with the directors, develop a business strategy and continuity plan that reviewed the strengths of the business, identified its key plans and brought the team on board through meetings. Development of manufacturing processes.

Focus on sales development and presentation to drive an increase in business sales. Development of sales roles and a global network of partners.

Project content

| | |
|---|--|
| Business review | Review of manufacturing systems and processes |
| Establish goals and objectives | Support for managers in time and people management |
| Develop business and commercial plans | Development of HR systems and people processes |
| Agree approach to sales delivery | Performance management approaches |
| Coaching in sales management and sales presentation | |



People systems review, staff interviews, recommendations

Working with a division of Barclays undertake people interviews to (confidentially) gain a view of the current position. Review, assess and benchmark current approaches to managing the business.

Following meetings with senior management going on to recommend, design and support the implementation of changes to support effective change. Train and coach managers in actions required.

Project content

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| People interviews |
| Assessing and benchmarking current business and people processes |
| Written and verbal reports to senior management |
| Design of changed processes |
| Coaching and support for managers to implement |



High Potential Management Development

6 programmes held over 3 years of 5, 2 day manager development workshops over a 6 month period to train and develop potential managers to support the business' rapid growth. The programme won an award from Purchasing and Facilities Management Magazine for its innovative and collaborative approach.

Programme content

Customer presentations
Group activities
Individual analyses

Syndicate activities

Workshop sessions
Practical exercises
Senior management presentations



Middle Management and Team Leader Development

10 programmes of 5 - 2 day manager development workshops over an 18 month period to train and develop team leaders and actual and potential middle managers. The programme was well received by the business and represented a significant commitment which was supported from the top and has seen a positive impact on the work of the participants.

Programme content

In work supported projects with real business payback
Presentation and personal effectiveness practice
Strategic and operational management skills

Performance management

Senior management coaching
Assessment



Manager and Team Leader Development Workshops

An open series of 1 and 2 day workshops specifically designed for you in order to train and develop managers, team leaders and supervisors in order to help them lead and manage their people and to challenge and develop existing approaches to work so that they can make effective use of the skills of their teams. These are typically run in house but can be

Typical Workshop topics

Management and Leadership
Inspirational Leadership
Performance management
Challenging under performance

Managing in organisations

Team development people
Motivating and managing people
Presentation Skills



Personal Coaching

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What's involved?

A structured programme of short, relevant coaching meetings to help you address your problems.

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Development could be a month, a quarter or longer as suits you

Consider :-

Business impact and personal choice
Business skills and personal skills
Balancing ambition with reality



Bournemouth Borough Council

Senior Management Development

A programme of 5 – 2 day manager development workshops over a 4 month period to challenge and develop senior managers to motivate them to maintain and improve upon a high quality OFSTED report and to share learning and to further integrate them into the wider and developing Council.

Programme content

Inspirational Leadership
Customer relationship management
Challenging under performance

Driving effective performance

Getting the Best from you Team
Leading and managing people
Presentation Skills

Southampton City 
Primary Care Trust

Supervisory and Team Leader Development

A series of 1 and 2 day workshops spanning around 10 years to train and develop team leaders and supervisors in General Practices in order to help them challenge and develop existing approaches to work so that they can make effective use of the skills of their teams. These are run as open courses with a range of participants form different Practices.

Typical Workshop content

Management and Leadership
Managing in organisations

Team development

Conflict management and assertion
Performance Management

Our clients run a diverse range of smaller and medium sized businesses.

Below are some of these clients with an indication of our work together.

R & W Civil Engineering

Business development, strategic and business planning, director coaching, commercial management

BIS Valves

Customer relationship management, sales, director support. Manufacturing and Quality work

Forum Jewellers

Budgeting, product selection, retail development, sales and marketing

George Fry Electrical

Coaching and mentoring, service development, sales skills, profitability management

Harvest Fine Foods

Director support, strategic and business planning, budgeting, operational management

Firestop Manufacturing

Manufacturing, business and sales development, sales planning and delivery

Imperial Drylining

Sales activity, web site, director coaching, financial management

The Old Vicarage - Care Home

Manager coaching, service development, people processes, financial management

Tradelink

Business development, sales support, group structure development, budgeting

Low Carbon Energy Centre

Project management, budget development, marketing and sales, manager development

Morning Data

Operational support, sales management, director development, internal communication

Other clients include :-

Carford Group - Commercial catering

Mason Group - Building services and joinery

Excelsior Coaches - Coach operator

Newnet - Specialist Internet Service Provider

Quality Hotel Bournemouth - Hotel

Wessex Park Homes - Park homes manufacturer

Powerpoint Electrical - Electrical contractor

Ace Office Supplies - Stationery and office supplies

BKP Environmental Services - Waste management

Amberley Adhesive Labels - Specialist label provider

Lyndhurst Surgery - Doctors Practice

Crown Hotel Lyndhurst - Hotel and Leisure

Interserve Contracts - Specialist Shopfitters

Howe Fire - Fire Safety and products

Comitec - Hitec cable installer

Ellis Belk - Structural Engineers

Carisway Contract Cleaners - Contract Cleaning

FGP Engineering - Aerospace and specialist engineering

DHL - Global Forwarding

Supporting implementation of performance management. Business and HR consultancy, project activity. Management Development and HR processes implementation

Johnson Controls Limited

Business and HR consultancy leading to Investors in People and management development

Interserve

Investors in People. Business and strategic planning. Personal and management development

The Royal Navy

Working with the Second Sea Lord's Management Group to assess management and people activity and recommend developments

Zurich Insurance

Investors in People. Training and Development. Setting up an NVQ Centre.

Portman Building Society

Training and development workshops. People surveys. Business and HR consultancy. Support with achievement of Investors in People

FirstAssist - Health Insurance

Development and implementation of a people survey to support business direction and development

RIAS - Specialist Insurer

Executive Management Team development. Senior management coaching and development.

Colt Group - Air handling and climate control

Supporting implementation of performance management. Business and HR consultancy, project activity. Management Development

MITIE

Various group companies supporting business planning and development and manager coaching.

Other clients include :-

Beaulieu - Visitor attraction and events company

Ultra Electronics - Engineering

Marwell

Precision Disc Castings

Bournemouth Borough Council - Local Council/Unitary Authority

Zurich Insurance - Insurance Provider

Exxon Mobil Chemicals - Oil Refinery and Distribution

Serco Government Services - Facilities Management

Lockheed Martin Systems - Defense and Aerospace Contractor

Various M.O.D. Departments - Defence

B A R Honda - Formula 1

Assessment Services FM - Facilities Management

V T Aerospace - Defence and Aerospace F M

Serco - Government Services and F M

Ford UK - Van and Car Manufacturer

Totton College, Basingstoke College of Technology- Further Education

Fleet Support Limited - Ship Repairer

Pavilion Housing Association - Housing

Criterion Asset Management - Real Estate Managers

Thames Valley Police

Ernst and Young - Business Services

Southampton & South West Hampshire SHA - Strategic Health Authority

Akzo Nobel - Paint Distributors

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