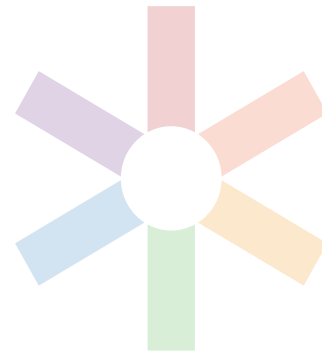




# Hewlett Rand<sup>\*</sup>

Developing People for  
Lasting Change

Tailored Training and Digital Learning Solutions





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# Our Story Our Values

## One size doesn't fit all

We've been helping businesses of all sizes since 2006. So, whether you need a day or months of support, we're able to provide flexible and affordable training, digital learning, management or human resource solutions to suit your situation.

## We've two ears and we're not afraid to use them

We're qualified professionals with practical industry experience who work alongside you as a partner to develop and bring about lasting change. We listen and research your issues holistically so that whatever we propose is tailored to the needs of your people and business.

## We take a team approach

We don't work in isolation either; we have carefully selected partners that we trust and share values that create scalable support whether you're a national or multinational organisation.

## It's actually all about you

We're here to help create lasting change within your business. We help you resolve people development, performance and employee engagement issues through intelligent design, development and practical implementation.

## How can we help?

Our solutions unlock your people's talents so your business reaches its true potential. So why not take some time to read about our services? If you feel we can help, we'd love to hear from you.



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1.





# Team Planning & Development Away-days

## The problem

For many leadership and management teams, it can be a struggle to find the time to raise their heads above the parapet and to come together to take stock of where they are and where they want to be. Everyday pressures, workload and distractions can lead teams to lose team cohesion, direction and priorities.

## How do we help?

Team planning and development away-days are an effective and enjoyable way to strengthen team working and to get everyone re-focussed and re-energised. We have years of experience facilitating away-days that make a lasting impact on team and organisations, for both small and large teams.



Hewlett Rand has facilitated our away-days for my senior leadership team and created a step change in strategic leadership capabilities, improving team dynamics and our strategic direction. This has transformed our results.

*CEO, Charity*

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# Team Planning & Development Away-days

## What's included

Your away-day is tailored to meet your team and development objectives and typically includes content in the following areas:

- Strategic planning
- Leadership training
- Team psychometrics
- Team building
- Management training
- Team dynamics
- Problem solving
- Brainstorming

## Benefits

- We take all the hassle out of organising and running your away-day, which saves you time
- We listen and pay close attention to the outcomes for your away-day, so it's well designed
- We have years of experience, so you can be confident your away-day will be professionally facilitated
- We are skilled at managing group dynamics, so everyone will feel fully involved
- We can even source venues for you to make your away-day even more memorable

We offer a no obligation meeting to discuss your away-day and how we can help you make it a success. So, if we can help, we'd love to hear from you.

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# Effective Team Collaboration

## The problem

Team collaboration is nothing new. However, there's so much more to it than just making sure everyone gets along. Nowadays, teams can be a combination of many different cultures and geographically dispersed around the world. That's why it's so important to help these virtual teams to find more effectively ways of working together, to foster a win-win culture and to create innovative ideas to improve team collaboration to achieve their goals.

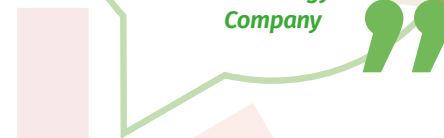
## How do we help?

We are experienced in delivering interactive activities and exercises that bring rich insight into effective team collaboration to support team leaders and their teams to reach peak performance. Our training help teams to get to know more about each other's personalities and working traits to be able to work more cohesively and constructively with other.



The training we received in areas of emotional intelligence and team personality types contributed immensely to how we worked as a team and the profitable growth of our business.

*Technology Company*



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# Effective Team Collaboration

## What's included

Our training programmes are highly interactive and help to cultivate the key factors that create a winning team, including areas such as:

- Powerful interpersonal and communication skills
- Employee attitude and engagement techniques
- Team leadership and team working skills
- Techniques to facilitate team consensus
- Conflict management skills
- Team and individual recognition strategies
- Cross functional team collaboration skills

## Benefits

- We help you to appreciate the diversity of your team members.
- We provide activities that help your teams to explore their strengths and opportunities for improvement.
- We help your team to determine strategies to engage team members to maximize results.
- We improve your teams interpersonal communication skills.
- We support your teams capability to innovate, reaching solutions and to manage conflict.
- We help your team build it reputation and to work effectiveness with cross-functional teams.

We offer a no obligation meeting to walk you through the design and delivery of your team collaboration programme. So, if we can help, we'd love to hear from you.

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# Management Development In-house Training

## The problem

Year after year research shows that the number one reason why employees leave their employer is because of their line manager. A key factor is poor management skills due to the absence of training. The result affects productivity, increases stress levels and causes low morale. This in turn leads to talented employees leaving, spiralling recruitment costs, management performance issues and reputational damage, as word gets around.

## How do we help?

We have proven experience delivering management training programmes that deliver tangible return on investment. We first evaluate management training needs to pin-point management training that will make a measurable difference on performance. We then work with you to design and delivery in-house management development programmes that equip your managers with the skills that they need to thrive and succeed.



As a result of our in-house management development programme, my management team were far more motivated and took on greater accountability. Consequently, we posted our best ever results

*Accountancy Firm*

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# Management Development In-house Training



## What's included

Your tailored in-house management development training programme will include key principles, tools and skills to achieve greater success in areas such as:

- Self awareness
- Personal effectiveness
- Team development
- Performance management
- Team dynamics
- Time management
- Planning
- Coaching

## Benefits

- We help you pin-point management training needs to prioritise development
- We design management training to help your managers achieve their objectives
- We tailor management techniques and tools to embed management best practice
- We improve management capabilities to increase performance and productivity
- We help you retain your employees by training your managers to manage people well

We offer a no obligation meeting to walk you through the design and delivery of your in-house programme. So, if we can help, we'd love to hear from you.

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# Business Development In-house Training

## The problem

Some firms take a sink or swim approach to business development, which can be counterproductive, causing stress as well as reputational risks. This leads to talented professionals leaving their firm resulting in additional recruitment costs, impacting workloads and client service.

## How do we help?

We tailor in-house business development training to ensure fee earners are properly trained. We work with you to design your in-house business development programmes to emulate your brand values to meet the needs of your firm and to achieve your business development goals.



Four years of effective in-house training for our Partners and Senior Associates supporting unprecedented growth.

*Law Firm*

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# Hewlett Rand





# Business Development In-house Training



## What's included

Your tailored in-house business development training programme will include key principles, tools and skills to achieve greater success in the following areas:

- Planning to exceed fee income targets
- Managing the business development pipeline
- Impressing clients
- Building effective client rapport
- Establishing client needs
- Presenting compelling solutions and proposals
- Handling resistance
- Winning the business
- Effective relationship management

## Benefits

- We train your teams to 'fast-track' business development performance and results
- We embed a consistent business development framework that pro-actively generates a sustainable pipeline of business
- We improve business development skills, strategies and techniques to convert more new clients and increase the value from existing clients
- We ensure training dovetails with your strategy, brand and marketing materials so that fee earners present a consistent image to enhance your brand
- We help your fee earners develop strategic approaches to win 'dream clients'

We offer a no obligation meeting to walk you through the design and delivery of your in-house programme. So, if we can help, we'd love to hear from you.

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# Managing Performance In-House Training

## The problem

Very often when the performance of individual employees has reached a plateau or a bottleneck, companies will find it challenging to motivate them to reach the next level. There can be multiple reasons for this, however, when the performance cannot be sustained the outcome will be a slowdown of overall performance. This loss in momentum will lead to a decline in company productivity.

## How do we help?

We have proven experience in supporting organisations to identify individual and team performance gaps and the underlying causes. We evaluate the company performance management processes and recommend how they can be improved. We then customise training programmes to embed these processes and skills with line managers to drive a high-performance culture.



You played a pivotal role in streamlining our performance management processes to review individuals and teams impact on achieving our organisational goals and to evaluate improvements.

*Technology Company*

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# Managing Performance In-House Training



## What's included

Your customised performance management programme will include key principles, tools and skills to equip and enhance the effectiveness of line managers in areas such as:

- Diagnosing performance and development issues
- Setting effective goals and objectives
- Measuring performance
- Managing performance expectations
- Staff motivation strategies
- Giving constructive feedback skills
- Building high-performance culture

## Benefits

- We help you identify the blind spots in your performance management processes.
- We design and train your managers to use performance management practices effectively.
- We improve your managers' capability to align your company direction to individual and team performance expectations.
- We help your managers to build a high-performance culture across your organisational teams.

We offer a no obligation meeting to walk you through how we design and deliver of your in-house programme. So, if we can help, we'd love to hear from you.

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# Mental Health First Aid In-house Training

## The problem

Mental ill health is a leading cause of sickness absence, costing employers billions in lost hours and productivity each year. One in four people experience a mental health issue every year, which can include conditions such as anxiety and depression. Encouraging a culture where employees talk openly about mental health makes a real difference to sickness absence, presenteeism and employee wellbeing.

## How do we help?

We are certified training providers of accredited First Aid for Mental Health qualifications which has been developed using the latest research and information from some of the world's largest medical institutions in the UK. Our training provides your managers and mental health first aiders with in-depth knowledge of mental health conditions, how to spot the symptoms and warning signs of mental health issues with the confidence to step in, reassure and support your employees.



Hewlett Rand provided training and a huge amount of guidance to support our mental health in the workplace initiative.

*Charity*

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# Mental Health First Aid In-house Training



## What's included

One day accredited workshop in mental health first aid for line managers and two day workshops for your mental health first aiders, covering:

- Types of mental health conditions
- Symptoms of stress and mental illness
- Advice and guidance
- Starting a conversation
- First aid plan for mental health
- Mental health in the workplace
- Promoting mental health wellbeing

## Benefits

- We work with you to qualify your managers and mental health first aiders
- We help you drive culture change to support mental health and wellbeing in the workplace
- We tailor key messages to align with your organisation health and wellbeing policies and practices
- We train your teams to help prevent and respond effectively to mental health issues in your workplace
- Our training helps to prevent and reduce stress, mental health issues, absence costs and to retain your talent

We offer a no obligation meeting to walk you through our mental health first aid training in-house workshops. So, if we can help, we'd love to hear from you.

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# Business and Leadership Coaching

## The problem

Leading a business and team can be rewarding and challenging at the same time. You must communicate a clear vision, execute strategy and to be able to motivate and bring everyone along with you on the journey. With so many distractions and competing priorities in today's world it can be difficult to see the wood from the trees and to find the breathing space to reflect, think strategically and refocus your efforts to deliver on expectations and results.

## How do we help?

In short, we help you succeed. We provide you with a dedicated and experienced business and leadership coach to help you reflect on your challenges, learning and to stretch your strategic and tactical thinking. Your coach will help you to make more informed decisions, to take action and to develop your business and leadership capabilities to deliver outstanding results.



Your coaching has been invaluable to me during a period of rapid, dramatic change and transformation in my business. Your insightful comments and guidance have proven to be of huge value.

*CEO, Insurance Company*

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# Business and Leadership Coaching

## Who do we coach?

Whether you are an entrepreneur leading a new start up, a senior leader driving change or a recently appointed senior leader, we provide business and leadership coaching for:

- Business Owners
- CEOs
- MDs
- Sales Directors
- Operational Directors
- Heads of Departments
- Senior Managers

## How do we work with you?

- We take the time to get to get to know you, your business, your role, your vision, your team dynamics and strategic objectives
- We clearly define your coaching and development objectives and your criteria for evaluating success
- We agree how many coaching sessions will help you to meet your personal goals and the required level of support
- We identify relevant psychometrics that will help you raise greater self-awareness to support the coaching process and your personal impact as a leader
- We agree actions and outcomes from every coaching session to help you take your business and personal objectives forward

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# Tailored eLearning Support

## The problem

When organisations grow in number across geographical dispersed teams or through remote working, they reach a threshold when it makes sense to capitalise on using eLearning. However, the sheer complexity of eLearning providers and technologies can become a minefield for organisations to navigate.

## How do we help?

Whether your organisation is starting its eLearning journey or is looking to refresh its approach, we provide objective support to help you harness the benefits from implementing eLearning technologies and creating online course content.



Hewlett Rand helped us to successfully launch our new e-Learning platform with a full curriculum of online courses for our Members and Non-members'

*Professional Institute*



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# Tailored eLearning Support

## eLearning Services

- Consultancy
- Instructional design
- Webinars
- Virtual training
- Training Videos
- Animations for learning

## Benefits

- We assess your requirements to help you make better decision on how to delivery eLearning to meet your needs
- We provide instructional design support to create and produce tailored online courses to build your library of online learning modules
- We create assessment and accreditation regimes to meet your regulatory and CPD requirements
- We project manage the introduction of new eLearning technologies and content to enhance your employees knowledge and skills to meet the needs of your organisation
- We develop online content to meet your compliance obligations to minimise your risks

We offer a no obligation meeting to discuss ways in which we can provide your organisation with eLearning support. So, if we can help, we'd love to hear from you.



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# Webinars for Virtual Training

## The problem

Home working has increased the demand for organisations to train staff and clients remotely. Yet, many organisations do not have instructional learning design skills in-house or they lack the time and resources to produce effective webinars for online learning. This can mean employees are missing invaluable training to upskill and keep them up to date.

## How do we help?

We partner with organisations and their subject matter experts to produce; project manage and to present well-structured and professional webinars for virtual training.



Hewlett Rand helped us to ensure that our global webinar and community series reflects the latest thinking in terms of professionalism and presentation, including elements such as interactivity and imagery.

*Head of Product, Professional Membership Association*



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# Training Webinar Design and Production



## How do we help?

We have experience in producing webinar content for:

- Product knowledge training
- Skills training
- Regulatory training
- Technical training
- Policies and procedures training
- IT and systems training
- Change projects

## How do we work with you?

- We help you to map and structure your webinar training content into modular learning units so that your training is produced into bite sized chunks
- We work with stakeholders and subject matter experts to co-create training webinar content with instructional design principles, so they are effective for learning
- We ensure webinar training content meets internal branding, standards, compliance and stakeholder sign-off requirements
- We can provide webinar trainers to communicate your webinar training content powerfully and effectively
- We can produce assessments to validate learning outcomes to meet internal or external regulatory or compliance requirements

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# Richard Lowe

## Managing Director

### Biography

**A senior leadership training professional with over twenty-five years' experience in the field of training and development, particularly in leadership, management and sales development.**

Richard was the former Head of L&D for Unum, responsible for executive, management and talent development. He has practical leadership and management experience from front line management, senior management and company Director roles. He has delivered numerous training, eLearning, coaching and blended learning projects for both national and international brands. Richard is qualified in training, management and consultancy through the Chartered Institute of Personnel and Development and is an NLP Master Practitioner.



**Based in:**  
Bristol, UK & Hong Kong

**Languages:**  
English

**Core expertise:**  
Leadership Facilitation,  
Management,  
Sales Training & Coaching



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# Richard Lowe

## Managing Director



### Core capabilities:

**1. Seasoned leadership and team facilitator with years of delivery experience working at executive and senior management levels.**

'I thoroughly enjoy facilitating senior and middle management team planning and development away-days, because they are an effective and fun way to strengthen team working and to get everyone re-focused and re-energised. I have years of experience facilitating away-days that make a lasting impact on team and organisational results, for both small and large teams. I have a breadth of experience from leading organisational training strategy to global programme management within the Financial Services for c.1,000+ management development delegates, to facilitating smaller strategic planning sessions for teams of Directors within professional services sector. I always research the context of each project to enable tailored facilitation and training to align with the business needs of every organisation.'

**2. Competent leadership and management trainer who has worked with leaders and managers across multiple sectors to transform team and personal impact, using face to face and online training and coaching methodologies.**

'I'm passionate about delivering management training programmes that deliver tangible return on investment. I first evaluate management training needs to pin-point management training that will make a measurable difference on performance and then work with clients to design and delivery inhouse management development programmes that equip managers with the skills that they need to thrive and succeed. For me, this is hugely rewarding work.'

**3. Commercially focussed training professional who can tailor sales development programmes to make a measurable improvement in sales capabilities and results.**

'I tailor design in-house sales and business development training to ensure sales and fee earners are properly trained. As a former sales leader, I relish working with clients to deliver their in-house programmes to emulate their brand values to meet team and organisational sales and business development goals.'

Having spent over twenty-five years of his career cultivating expertise in the field of professional training, Richard has passed Certificate in Training Practice and Advanced Diploma in Managing Training Operations & Organisational Consultancy. He is also an NLP Master Practitioner and in the last year has become a qualified Mental Health First Aid Training Instructor.

In his career, Richard has achieved a number of awards for both sales and management, as well as for his support for local charity work.

Richard volunteers a proportion of his time as the Founder of [www.techwestenglandadvocates.co.uk](http://www.techwestenglandadvocates.co.uk) and Director of [ChinaBureau.co.uk](http://ChinaBureau.co.uk) supporting UK/ China trade development. He is also a fundraiser for the Mind charity. In his spare time, Richard is a keen swimmer, interested in current affairs, politics and is always planning his next travel adventure. One of Richard's hidden talents is that he has performed as a semi-professional wedding and gospel choir singer.

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# Angela Tang

## HR & Training Partner

### Biography

Angela has great passion in building committed and engaged teamplay. She believes that effective communication and collaboration improve organisational effectiveness. This belief is borne out of her more than two decades of working in HR partnership and management roles in various industry sectors: retailing, luxury brands, FMCGs, and hi-tech.

Angela has great passion in building committed and engaged teamplay. She believes that effective communication and collaboration improve organisational effectiveness. This belief is borne out of her more than two decades of working in HR partnership and management roles in various industry sectors: retailing, luxury brands, FMCGs, and hi-tech.

Angela brings a wealth of HR experiences working with European, American and Japanese multi-nationals. Her latest in-house appointment was HR Director of a renowned US-based semiconductors company overseeing Asia Pacific region, where she gained reputation of building high-performance culture and delivering results. She worked intimately with the client departments, and has led the Asia Pacific employees through multiple Mergers & Acquisitions and Divestitures in such a diverse and volatile industry while maintaining low attrition and high momentum. She was identified the star performer of the company in consecutive years.

Angela is now an independent HR and learning consultant. She is an expert in Communication, Negotiation and Influencing Skills, and a guru in performance management. In her many years of experience, she has built up pools of talents and young managers in various multi-national organisations. She places strong emphasis on building self-awareness, inspiring, empowering and prompting actions.

Angela has designed and delivered Communication, Staff Motivation, New Leaders Assimilation, Performance Management programmes as well as Employee Counselling to over a thousand staff force across Asia with particular significance in China and Taiwan. She is a licensed trainer in Emotional Intelligence and Resilience Skills. She also performs assessments for organisations to evaluate their people effectiveness. She enjoys facilitating change and bringing out the best in others.

Behind Angela's considerable experience, she carries a Master degree in General Business Administration from the University of Hull in London. She is a member of the British Psychological Society and a licensed administrator of psychometric testing.



**Based in:**  
Hong Kong

**Languages:**  
English, Cantonese, Mandarin

**Core expertise:**  
Interpersonal communication,  
team collaboration,  
leadership development,  
performance management,  
negotiation



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