

bigrock

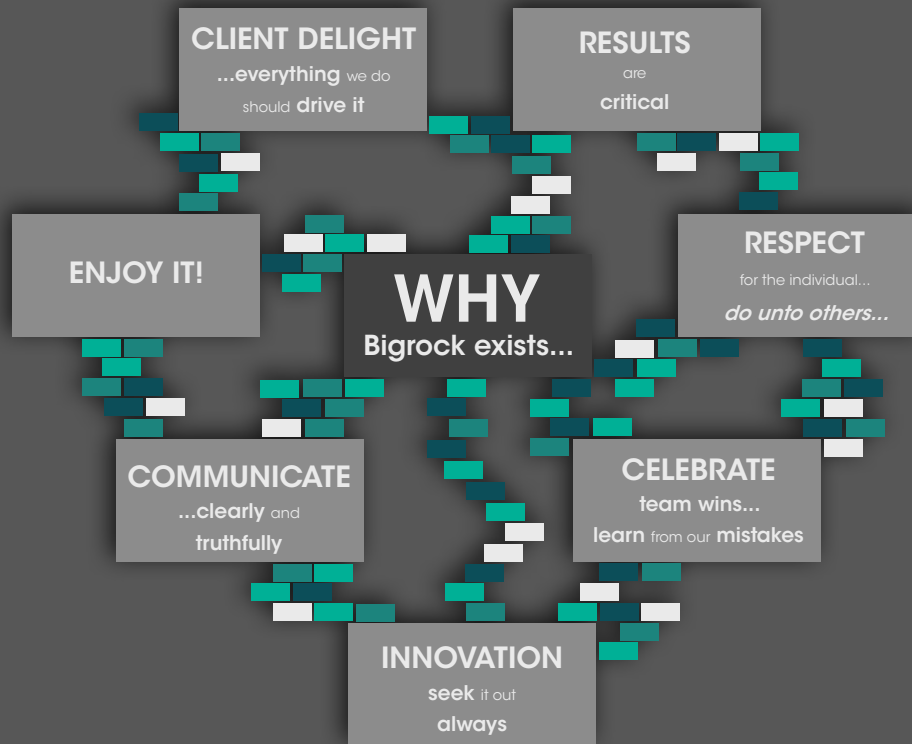
People Performance Solutions

*For every step on your
journey to success*

the creators of
CO  CHICAL

Our Values

At Bigrock, our values drive everything we do and inform every decision we make



What we do...

Bigrock help organisations create the culture, clarity and inspiration to succeed

We help Leaders, Managers and Team Members, at every career stage, develop the skills and self-belief to deliver an outstanding customer experience and achieve great results.

Based in the UK, we deliver development programmes throughout the globe. We serve some of the world's leading corporates and most ambitious SMEs, adapting our approach to meet the specific needs of the organisation and of the individuals involved. We work with a wide range of companies from different industries, in different stages of growth.

We can either help you deliver cultural change and embed organisational excellence (see p.6) or we can work with you to enhance specific skills through our specialist training programmes.

We believe in a blended approach to learning and development. As such, we offer a range of services from coaching to traditional classroom training, from practical workshops to online and mobile learning solutions.



Organisational
Transformation
Programmes



Individual & Group
Coaching



Facilitative
Workshops &
Training Courses



Online & Mobile
Learning

Bigrock are also the team behind COACHICAL, the digital coaching platform.



Discover more about Bigrock's different specialisms

Bespoke development programmes and practical team workshops in:

Business Transformation & Cultural Change
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Leadership
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Management
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Key Account Management & Business Development
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Our DDDE© process...

For training and development excellence

To ensure we create a development solution that meets your needs and delivers your objectives, we employ our DDDE© approach for excellence.



DISCOVERY

Understanding your
needs & objectives



DESIGN

Design the very best
solution



DELIVERY

Enhance capabilities



EMBEDDING

Consolidate & elevate
learning

We begin by gaining a deep understanding of the needs and aspirations of your business, through our discovery process.

We then agree a programme of solutions that will specifically meet these needs; which are relevant, pertinent and practical to your people and their roles.

Our Consultants work with your business leaders to inspire and motivate your people to embrace, implement and embed the desired change.

We are with you throughout the change process. Lasting commercial results do not come from one good training experience, but from lasting change. From the outset, we plan in ongoing support and embedding solutions to help you implement, consolidate and elevate learning.

It is this deep, ongoing support that ensures your new skills are implemented successfully, your people embrace new approaches and you gain a great return on your investment.

Business Transformation & Cultural Change

Delivering organisational change & embedding excellence

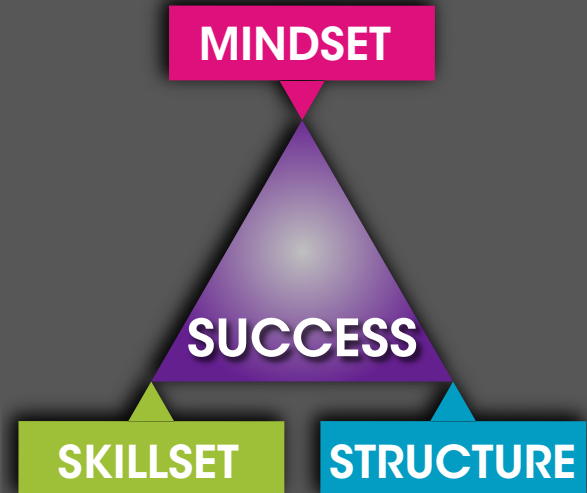
Are you looking to take your business to the next level?

We can help you change mindsets, optimise your structure and processes and develop your teams' skillsets, to set your business on a pathway to success. Our change programmes are designed bespoke for your business, to help you achieve all your development and growth objectives.

Our programmes can help you;

- Create and implement your vision and strategy.
- Drive sustainable uplifts in results and grow your business.
- Manage and achieve success during times of change (including mergers, acquisitions and industry changes).
- Optimise your productivity whilst ensuring customer delight.
- Take your business from good to great to exceptional.

When working with our clients we draw upon best practice change models, our experience of what works in similar situations and the varied and extensive expertise of our team and Consultants.



Leadership

Create a culture of development and high performance

We help Leaders understand their role as visionaries, storytellers and agents of change;



Visionaries – Looking forward, embracing innovation and agreeing a vision for the future.



Storytellers – Articulating and promoting this vision. Telling the story of your change journey and bringing this alive for employees across the business.



Agents of Change – Putting in place the plans, drawing the building blocks and driving forward change and business growth.

We work with Leaders to help formulate, enhance and implement their strategy and growth plans.

Our Consultants take a practical and pragmatic approach to leadership development. We ask leaders to appraise their approach, agree what constitutes excellence and how they can optimise performance at an individual, team and organisation wide level.

As well as leadership courses, board events and strategy workshops, Bigrock also offer **Executive Coaching**.

Bigrock coaching is business focused, practical and aimed at helping individuals make real changes that deliver results. Coaching is delivered by Bigrock's most senior Consultants. These individuals offer years of industry experience, coaching expertise and a deep knowledge of best practice in leadership, management and business strategy.

Management

Inspire, coach and manage high performing teams

The most successful managers understand their role as a leader, mentor and coach to their team. Great managers are catalysts for change and play a crucial role in their team's development and success.

Our Management Excellence courses give managers the people management and coaching tools to develop their teams and optimise performance.

Each course is tailored to your managers' roles, but on a typical programme managers explore how to manage performance and develop their people.

Managing Performance

Clarity of intent & ODO™ thinking

Managing the business cycle

Developing a culture of excellence

Developing a winning mentality

Root cause analysis & selecting the right development

My 90 day action plan

Developing People

Develop your team with Bigrock's 'Cord of Three' Management Essentials:

1. 1:2:1s – *How to conduct engaging, motivational and inspiring 1:2:1 meetings.*

2. Focus – Monitor – Feedback – *How to set up live observations, monitor objectively and deliver effective debriefs and feedback.*

3. Coaching – *How to help close any skills development gaps through coaching.*

Key Account Management & Business Development

Develop and nurture strong, mutually profitable relationships

Our Key Account Management programmes explore how to develop deeper, broader and smarter relationships with existing clients.

Our Business Development programmes focus on the skills needed to identify, engage and build relationships with new clients.

"I have got to say that was the best course I have been on in my 28 year career and I have been on a lot of different courses."

– Business Development Manager, Metlife

10. Conduct reviews, gain referrals and re-engage

9. Build & nurture a collaborative relationship

8. Ensure client delight

7. Contract & agree

6. Negotiate & influence

1. Identify key targets and opportunities

2. Engage with Key Stakeholders

3. Present your Value Proposition

4. Understand the client's objectives and needs

5. Present your solution

Sales & Telephony Sales Excellence

Consultative Selling focused on the Customer Experience

We coach consultative selling processes and techniques for effective sales meetings and calls.

Delegates explore how to engage with clients and customers, how to elicit a deep understanding of their needs and objectives and how to execute the sale.



"Well delivered, professional, concise messages about what we 'actually' face on a daily basis."

Sales Development Consultant, Just

ENGAGE

ODO™ planning – identify your optimum desired outcomes and that of your customer.

Gain customer buy-in for yourself and your approach.

Introduce yourself with a Value Proposition.

Engage with true clarity of intent.

ELICIT

Achieve a deeper understanding of the customer's current and future situation.

Identify and explore need areas.

Gain agreement and strong commitment to act.

EXECUTE

Present solutions, recommendations and ideas to the customer.

Maximise the customer's commitment to take action.

Handle objections and close the sale.

Motivate customer to act now.

Gain referrals.

Customer Service

Delivering a first-class customer experience

With every interaction, Customer Service teams have the opportunity to enhance your brand and deliver a fantastic customer experience.

Our Customer Service experts help teams develop the skills and processes to respond effectively to solve customer enquiries, whilst enhancing the overall customer experience.

Teams explore how to build rapport with customers, understand their needs and priorities and deliver a solution or resolve their query.

In our Telephony Customer Service programmes, we help teams develop;

- Their belief in themselves, in their role and in the difference they can make to customers.
- Their communication style. Delegates explore empathy, tone, questioning and listening skills, influencing skills and objection handling.
- The substance of their customer conversations – giving them a process to engage, understand the customer's needs and explain or resolve the situation for the customer.



"It was the best few hours of training I have had...I've come away feeling more confident about my own ability than ever before, whilst being far more mindful of how to better engage and listen to my clients going forward.

Amazing!" – Partner, Hanover Search Group

Pitch & Presentation

Create, rehearse and deliver impactful presentations and winning pitches

Our programmes explore the principles, structure and key skills needed for excellence in pitch and presentation scenarios.

In practical workshops, delegates explore the best structure and techniques for communicating their message. Throughout our programmes, we use real examples from delegates' past and upcoming pitches or presentations. Ideally, we look to build, practise and rehearse an upcoming pitch during the workshop, as a live case study.

Our **Presentation Skills** courses focus on best practice techniques for preparing and delivering presentations in a range of different situations. Whereas our **Pitch Excellence** programmes explore how to plan, structure, rehearse and deliver a pitch with the aim of securing a contract or winning new business.



"Our team won the pitch for £30m which they started to practise during the January training course. Our client feedback was that although we were very similar to our competitors we concentrated more on the client and seemed to want it more, which just gave us the edge... I count this as another win for the training!" – **Partner, Smith & Williamson**

Negotiation

Negotiate with confidence to win mutually profitable deals

We coach negotiation techniques that drive increased sales whilst nurturing long-lasting, trustful relationships.

In highly practical workshops, delegates explore how to prepare for negotiation scenarios and how to adjust their approach whilst negotiating in order to secure the best deal.

Negotiation techniques and practical exercises are designed to reflect your business relationships and conversations with clients, customers and/or suppliers. We can explore a range of negotiation scenarios, including selling, buying and agreeing a course of action.



"Some excellent tips on Objection Handling. I found the self-reflection on influencing styles and how to put them in context during client meetings very useful." – **Financial Planner, Sanlam Private Investments**

Mindfulness, Resilience & Self-Awareness

Enable high performers to reach their full potential

Work with our business psychologists and experienced coaches to leverage the latest thinking around mindfulness, strengths analysis and resilience.

We help high performing professionals and senior leaders develop the emotional strength, self-awareness and empathetic understanding to excel in a competitive corporate environment.

Mindfulness for top performance

Explore how mindfulness and meditation techniques can help you gain new perspectives and be successful in a competitive corporate environment.

Explore how to use mindfulness techniques to minimize distractions, gain greater clarity and make better decisions in high pressure, high risk environments.

Team Strengths Finder play to your strengths

Teams explore their own strengths and those of their colleagues to identify how they can best utilise their respective strengths to drive future success and better outcomes for the business.

A great option for newly formed teams or teams looking to identify how they can optimise their performance.

Minimising Stress with workplace positivity

Discover techniques to help manage stress, improve your emotional well-being and increase your personal effectiveness at work and in life.

Explore how to avoid stress triggers and how to operate from a place of greater calmness. Create new positive habits that help you achieve greater happiness, fulfilment and success at work.

Resilience & Grit across your organisation

Discover techniques to help you identify and nurture resilience within yourself, within your team and during the interview process.

Explore the importance of resilience and grit to your business' long-term success.

Explore how to address challenges to resilience such as fear of failure or risk aversion.

The Global, Diverse & Inclusive Marketplace

Explore and build relationships across cultures and increase diversity & inclusion in your workplace

Explore how a greater awareness of different cultures and an increasingly diverse and inclusive workplace can deliver improved business results and greater commercial outcomes.

Working Across Cultures

Learn about what different cultures expect from professional relationships and how to build rapport with those from different backgrounds and with very different life experiences.

Become an organisation that truly “thinks local, acts global”. Discover your own cultural filters and biases and explore how to overcome these to work effectively across cultures.

Workshops can be tailored to reflect your specific markets and the nuances of the cultures you work across.

Diversity & Inclusion

Explore how to demonstrate the commercial case for a diverse and inclusive workplace; including how a more diverse workforce can help improve innovation, strategic decision making, product development, marketing, sales and the overall customer experience.

Discover how to identify and overcome unconscious biases, as well as what measures to take to widen your talent pool and attract and retain diverse talent at all levels of your organisation.

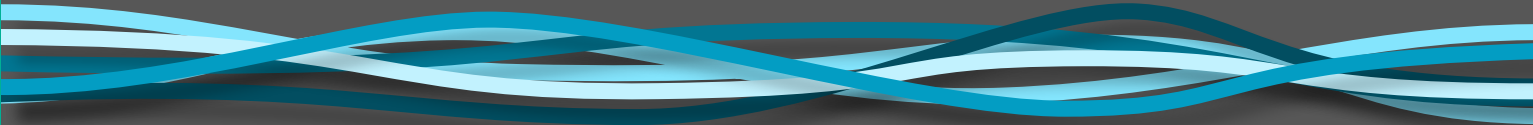
The benefits of digital learning

Combine live workshops with online resources for the best of both worlds

Imagine a world where every time you invest in training, everyone in your firm has the opportunity to learn... now, tomorrow and in the future.

Many firms spend too much time and money developing training events that are attended by just a few people in their organisation. Events that, once delivered, are gone forever.

Digital learning tools enable us to create a broader, deeper and smarter learning journey that everyone in your organisation can benefit from.



A journey that's...

Highly Personalised: Each learner can select what and how they learn.

Online diagnostics enable employees to identify their specific development needs and then select content that specifically meets their learning preferences and knowledge gaps.

Flexible: Employees can learn at a time that suits them, whenever and wherever they are.

No need to juggle diaries to get everyone together. Employees can access learning when their schedule allows, from their local office, from home or between client meetings.



Kind to the Brain: Employees can learn at their own pace.

Digital learning can be consumed in bite size chunks. The brain can only take in so much new information at once. Rather than overloading the brain in one intensive workshop, digital tools enable learners to gradually build up their knowledge, in a way that enhances retention.



Responds to Current Challenges: Team members can find relevant tools and information as they work.

Got a big pitch coming up? ... Access a best practice structure aid. On your way to a client meeting? ... Explore top tips on negotiation on your train ride over.



Aids Application & Embedding: Employees can refer back to key models as they apply their learning.

It's easy to forget new processes when you get back in the thick of things. Digital tools enable learners to refer back to the key models and principles covered in training, 1 week, 1 month or 1 year after first learning a new approach.



Creates a Legacy: Learning is available to new starters and those in other roles.

Digital provides you with a learning legacy that those new to your company, newly promoted or new to a specific team can access.



Measurable: Track capability, progress and achievement.

Digital enables you to track people development in real time and cross reference this with performance measures. You can then assess the return on your investment (ROI) from your training spend and use the data to help you make strategic decisions.

Coachical



A digital coaching experience

Coachical provides users with a virtual coaching experience to explore best practice and further develop their skills.

Learners select and work with one of our four 'robo-coaches', who each have a different way of communicating, designed to appeal to different learner preferences.

The digital coach maps out a coaching plan and sends notifications reminding learners to continue their journey and explore new content.

With Coachical;

- Map your team's capability against best practice.
- Identify team strengths and skills gaps.
- Suggest learning resources that directly address identified skills gaps.
- Help colleagues find the right learning tools at the right time.
- Align learning journeys to reflect your project timescales OR allow learners to progress at their own pace.
- Track development at an individual, team and organisation wide level.
- Enable colleagues to achieve their development and performance goals.



Topics on Coachical

Choose from 8 topics or build your own

Coachical comes with 8 topics designed by Bigrock's learning experts and digital designers.

You can choose to offer some or all of these topics to your learners or to design your own coaching journeys.



We can help you create your own interlinked coaching journey, complete with diagnostic survey, dynamic coaching plan and learning room.

Coachical's virtual coaches can be programmed to coach learners in any topic presented to them.

With Coachical, you can turn your role frameworks and definitions of best practice into dynamic coaching journeys, where your team members can not only benchmark their current capability, but also develop and improve their skills and performance in these key areas.

Digital Learning Resources featured on Coachical

For each topic on Coachical there is a learning room, where learners can find a wide range of learning resources to suit different learning styles. The 'robo-coach' helps learners select the right learning materials for each stage of their coaching journey. Our learning rooms typically feature some or all of these resources:

Self-Learning Guides

Detailed guides explaining best practice approaches, with activities to help learners apply the tools in role.



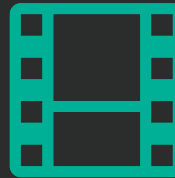
Webstories

Vibrant and interactive, the webstories are perfect for exploring a specific topic in depth. Learners scroll through these interactive narratives that feature a blend of written description, videos, diagrams and activities.



Videos

Videos include demonstrations of core skills and processes, explanations of best practice models and Q&As with our topic specialists.



Animated Videos

Engaging, fun and quick to watch, these short, animated videos are an easy way to begin exploring best practice approaches. Learners listen as our experts explain how to use and apply key tools and offer top tips.



Mobile Apps

Learners download our apps direct to their phone or tablet to access key learning aids at any time. The apps feature written descriptions, videos, top tips and checklists to help learners apply best practice in role.



Infographics

Great as a visual aid or memory booster for when learners are practising or beginning to apply new learning in role, our infographics explain a key principle, process or model in an easily digestible and visually impactful way.



Flashcards

Learners click through the flashcards to refresh their memory on key points.



Activities

From practical challenges to try with a colleague to online knowledge checker quizzes, Coachical's activities help you practise, test and apply your learning.



Bigrock are proud to have worked with some of these leading organisations:



We have a number of case studies and client testimony on our website – please visit;

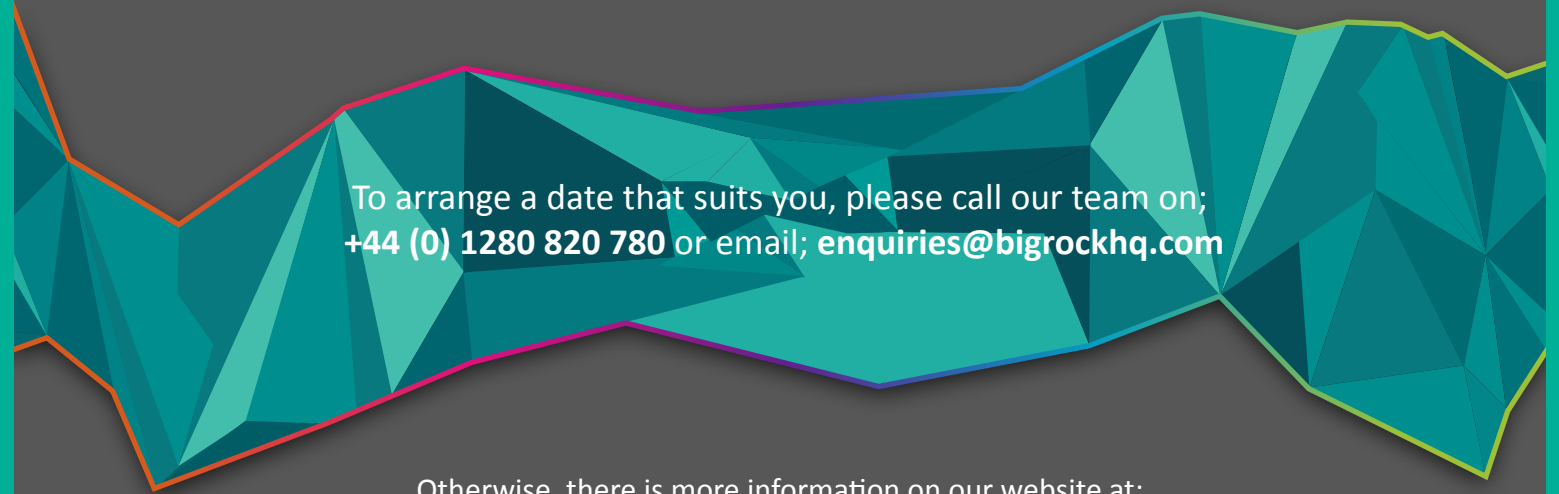
www.bigrockhq.com/about-us/case-studies/

to take a look at some examples of the great client projects we have undertaken.

Getting to know you!

Now you know a little bit more about our services and approach, we'd love to get to know you and your organisation in more depth.

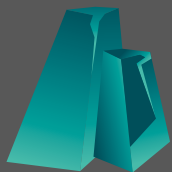
As a first step, we'd like to offer you a consultation meeting or call with one of our senior team. This will enable us to gain an understanding of your needs and objectives and provide further detail on the options we offer. Then, if you'd like to know more about a particular programme or development option, we can provide a more specific proposal.



To arrange a date that suits you, please call our team on;
+44 (0) 1280 820 780 or email; **enquiries@bigrockhq.com**

Otherwise, there is more information on our website at;

www.bigrockhq.com



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