

TSO Consulting  
**Company profile**  
For the media

TSO Consulting welcome enquiries from journalists and our experienced management team and senior learning and development consultants are pleased to provide industry comment.

In the first instance, please contact:

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## About TSO Consulting

TSO Consulting is a management and organisation development consultancy; we work with the people who want to create change, for themselves, their colleagues or their organisations. By working on learning and development challenges at Board, senior executive and top management team levels, we help our clients drive change throughout their organisations.

Our proven expertise is sought in the following services:

- Executive coaching – at organisational, team, and individual level
- Communication skills and behaviours development
- Performance improvement – at organisational, team, and individual level
- Organisational and team development
- Strategy design and development
- Leadership development
- Cultural analysis and cultural change programmes
- Facilitation

### How we do it

We know we are passionate about what we do – because our clients tell us; and they say we bring more to the relationship than proven experience and excellence in people and organisational development.

What we do is about the client, not about us. A client's own investment is their best investment; success is theirs, not ours.

We focus on delivering:

- Tangible return on investment
- Creating sustainable and meaningful change
- Knowledge transfer
- Performance improvement in line with organisation strategic objectives
- Delivering quality consultancy, using senior experienced consultants
- Creativity
- Consistency
- Rigour, and attention to detail
- Flexibility
- Partnership working

### Evaluation and return on investment

In bringing thought, knowledge and insight to top teams we aim to always provide the best value, most appropriate support for our clients.

We understand why it is important customers achieve tangible benefit from our work because our consultants are management professionals. They are experienced across diverse business sectors; they understand the demands and drivers of the public sector, and the increasing competition across key commercial markets.

To achieve return on investment (ROI) with our customers, we ensure:

- Key performance indicators and individual objectives are clearly identified at the beginning of a programme;
- Outputs for teams and individuals are agreed in advance;
- ROI mechanisms are agreed and implemented;
- Interim programme reviews are held with the client on a regular basis.



To deliver ROI, we:

- Bring project integrity and complete data confidentiality to our work in public and private sectors;
- Offer flexibility;
- Are well informed on the issues surrounding diversity and equality;
- Prudently manage project resources without compromising the quality of our delivery.

This means we:

- Work quickly to understand client challenges, needs and objectives
- Match clients with experienced consultants who have management backgrounds in diverse business sectors
- Create tailored programmes for top teams who need intelligent development
- Pay attention to detail in programme development, implementation and back-office administration
- Invest in high levels of customer service and care
- Always understand the need for flexibility
- Are passionate about what we do

**This is why people decide to work with us; and why organisations benefit, including:**

- Credit Suisse First Boston
- BlackRock
- Aviva plc
- Cazenove
- Cadbury Trebor Bassett
- Department for Transport (DfT)
- Nestle
- Diageo
- J Sainsbury
- Elizabeth Arden
- Marks & Spencer
- Microsoft
- Heathrow Express
- AT&T
- BT Cellnet
- London Underground
- HM Prison Service
- Unilever
- Shell Additives International
- British Petroleum
- Bio Products Laboratory