



***'Pearl Performance®' - Facilitating a Refreshed Perspective for Organisational Change and Development***

***"The effectiveness of organisations could be at least doubled if managers could discover how to tap into the unrealised potential present in their workforces."  
Douglas McGregor***

'Pearl Performance®' helps to facilitate and deliver organisational change where a refreshed perspective is required to enable people and resources to achieve greater strategic impact and customer value.

Our individually tailored programmes of work act as catalysts for constructive dialogue and enable powerful change outcomes, constructively leveraging upon people's own experience, perceptions, insights, skills and motivations.

We explore and communicate the fundamentals of knowledge creation, the drivers for learning and high performance together with the sources for effective relationship management and powerful, sustained customer engagement.

'Pearl Performance®' unlocks unrealised organisational potential and unleashes talent, creating innovative insights into the drivers which promote team development, personal performance and customer engagement.

These organisational drivers for success are not found in a handbook, management report or balance sheet. However, they indisputably form the essence to added value relationships which enable high performance and incremental customer value.

***"We can't solve problems by using the same kind of thinking we used when we created them"  
Albert Einstein***

Through a series of carefully structured, interactive and facilitated workshops, we bring teams of people together and act as catalysts for constructive discussion and revised thinking on the forces that restrict the capacity to fulfil true potential. These facilitated workshop programmes and structured interviews unlock individual and collective potential through the design and delivery of a highly interactive journey of discovery, analysis and action.

We help to execute buy-in and formulate pragmatic action plans that bring new visions into reality. Crafting a multiple perspective analysis, our source content includes the latest thinking from academia, sports performance management, history, media and even the evolution of the tree and plant worlds.

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## **UNIQUE SOURCE CONTENT**

*"If you are distressed by anything external, the pain is not due to the thing itself, but to your estimate of it; and this you have the power to revoke at any moment."*

*Marcus Aurelius*

We facilitate a reframed perspective on problem solving through an acute understanding of the fundamentals of organisation and value creation:

***Constructing the Difference*** Organisation, People, Customer – same ends, but with three very different perspectives on the interpretation of organisational value creation. How might these three perspectives be interconnected, revitalised and strengthened?

***The Impact of Mindset and Attitude*** Predominant attitudes in the workplace influence behaviour and motivation. Our research has indicated that three levels of attitude often prevail:

***"Sayers"*** People 'Missing on Active Duty.' They are physically with you, mentally, however, they are a million miles away, on a beach or a golf course. How do you get them back on track with you?

***"Stayers"*** People who form the backbone of the organisation. They have been with the company the longest. They have the industry experience, skills and contacts the organisation needs in a crisis. How well are you leveraging their intellectual capital, profound experience and embedded knowledge?

***"Strivers"*** People who, at a point in time, are the high achievers, the top 20% who deliver the key programmes. How do you retain their interest and motivation? Why aren't there more Strivers?

***Maximising Individual Contribution*** The burden of mediocre performance ('Average Consistency'). The most debilitating force within the workplace. How does this manifest itself and why? How do you combat it? What are the systemic factors that offer the greatest protection against strategic inertia?

***Forming Effective Relationships*** The definition of human capital in this context – 'the assets available to an individual or a group that can be used for the creation of organisational, personal and customer value.' How might these assets be further nurtured and developed?

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***"There's no substitute for being around people you trust. That allows for healthy conflict and healthy decision making."  
Craig White, Welsh Rugby Union Fitness Coach***

***Defining Trust*** The five building blocks which engender trust in the workplace. Why all organisations desperately need constructive dialogue (*'Courageous Conversations'*). Modern management brings discipline to operations but, in so doing, often stifles organisational innovation and adaptability. Organisational discipline and freedom of expression need not be mutually exclusive in an organisational context but rather a mutually reinforcing bond.

***"A truth ceases to be a truth as soon as two people perceive it"  
Oscar Wilde***

***Influencing and Managing Perception*** The three pivotal principles (*Recognition, Interpretation, Expectation*) and the way organisational reality is influenced. The most successful organisations manage perception and shape a reality that drives high motivation, resulting in exceptional outcomes – how is this achieved?

***"Talent only matures when harnessed within a personality that is capable of self improvement"  
Ed Smith***

***Generating Attitude and Passion*** Why do organisations fear honest and critical communication, preferring a cultural politeness which impedes informed enquiry, constructive debate and self improvement? (*'Dangerous Niceness'*).

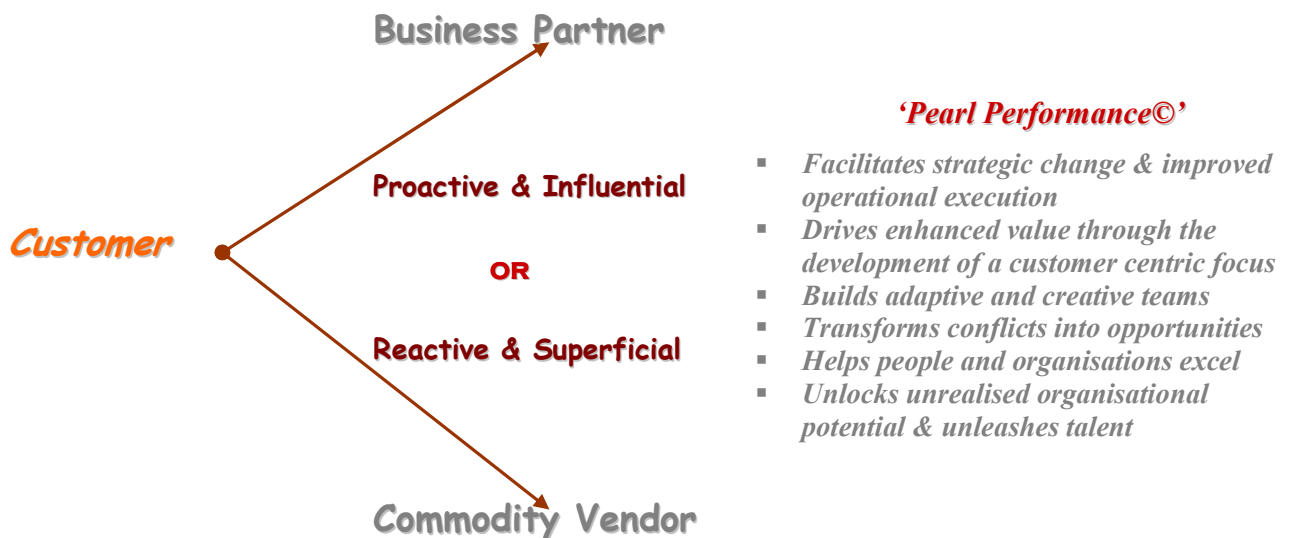
***Handling Conflict*** Sustained conflict narrows the vision of what is possible and often results in psychological misconception and false understandings which we holistically describe as *'warped thinking'*. We are expert in managing such situations and enabling improved outcomes through creating scenarios which emphasise the larger purpose and which lead to revised assessment and more productive interaction.

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*Managing Expectations - Business Partner or Commodity Vendor?* What is the current customer perception? Does it require revised thinking? What is needed to forge a true partnering relationship that yields exceptional and mutually rewarding business benefit?



## **POWERFUL OUTCOMES**

Facilitating a refreshed organisational perspective for competitive edge which strengthens team work and value creation is the key deliverable to our work programmes.

*"While the tools of management can compel people to be obedient and diligent, they can't make them creative and committed"*  
**Gary Hamel**

'Pearl Performance©' focuses upon the creative tension, the organisational 'grit' from which is created the opportunity for something amazing and astounding – the realisation of the distinct, competitive difference that each organisation aspires and succeeds to deliver.

We release the organisational shackles that restrict the opportunity for individuals and teams to excel on a consistent basis, our customer testimonials overleaf demonstrate the impact our work programmes are able to deliver:

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## **CUSTOMER TESTIMONIALS**

*"You have significantly contributed to the strengthening of an effective relationship with one of our key customers."*

Account Director, Global IT Services Provider, £multi-million MoD programme

*"The insight gave us a totally new perspective - I can't believe how much we were missing. The leadership team has been fully refocused for the better."*

Partner, Digital Media Consultancy

*"Thank you for helping us to refocus on what we do best. We now have a greater understanding of our management style and have gained new and penetrating insights into our organisational strengths and vulnerabilities."*

MD, I.T. Services Consultancy

*"The feedback to our 'Top 50' Managers away day was excellent. Your input provided a fascinating and thought provoking insight into the way organisations work."*

Director, European Energy Provider

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For an informative discussion on the significant benefits the 'Pearl Performance©' Workshop Programmes may bring to your own organisation and its competitive positioning, please call **Haydn Parry** on +44 (0)20 8334 8804 or email Haydn on [hrp@hunterstrategic.com](mailto:hrp@hunterstrategic.com)

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## Haydn Parry

Haydn has specialised within organisational development, executive coaching and management recruitment for over 20 years applying input into structured corporate growth from strategic, cultural and customer engagement perspectives. Principal themes to Haydn's work cover:

- Helping create the organisational climate in which people can thrive and contribute to exceptional outcomes
- Designing, facilitating and delivering partnership programmes which help forge strong supplier – customer relationships
- Transforming conflict into opportunity
- Creating individually tailored executive coaching programmes which capitalise upon his academic research and commercial experience
- Recruiting senior executives who match demanding commercial, change management and leadership development profiles

He has been involved with many blue chip organisations (Microsoft, Credit Suisse, Lockheed Martin, EDS, Cap Gemini, EDF Energy, MoD) and also entrepreneurial smaller companies (Optial Risk Management, SmashedAtom) assisting their structured growth and development.

In 2003, he took time out to research extensively the latest thinking in the field of corporate growth and development through research at Kingston Business School. He speaks French and Spanish, has studied at the Sorbonne in Paris and holds a BA Honours in Modern Languages from Queen Mary College, University of London.

Haydn is an ex rugby player, retired marathon runner, keen cyclist and also a trained volunteer guide at Kew Gardens – one of three selected venues for his workshop programmes.

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