



MPA Consulting

Business, HR Management & Training Specialists



**HR Management,
Consultancy and Training**

Portfolio of Services



About MPA Consulting

MPA Consulting is a Management Consultancy specialising in Business, HR Management and Training. MPA was established in 1994 by Michael Potter and has evolved and developed to deal with HR management and business issues in both the public and private sectors. MPA work in an extensive capacity offering HR, Management, and Training advice and services to private and public sector organisations across the UK.

We specialise in change management, training and organisational development, and assist organisations to develop effective people strategies,

Our Mission

“To work with Clients in order to help achieve their overall business objectives”



Our Values

MPA offers a quality service to organisations helping them to achieve a lasting cost effective service which is value for money. By aiming to exceed client's expectations and striving to provide up to date innovative solutions to improve competency and efficiency within business.

Our Approach

We recognise real training needs and tailor them to the specific organisation to assist our clients meet their business objectives, which we believe has led to our continued success in this industry.

Our Vision towards 2013

‘MPA Consulting will strive to help meet an organisation's business objectives by developing its best asset: their people’

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Consultancy and Training Specialists

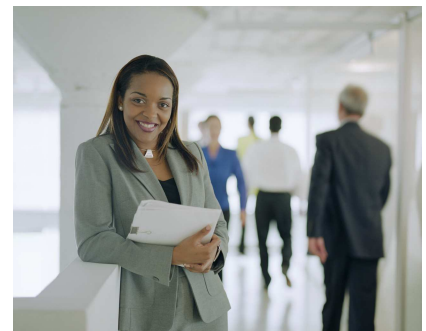
MPA Consulting is committed to providing high quality solutions that are tailored to meet client's specific needs and requirements. We believe that people are key to the success of any organisation and we want to ensure that our clients are getting the best out of their Human Capital. We specialise in Change Management, Organisational Development, and Recruitment and Selection and assist organisations to develop effective people strategies, plans, policies and systems which help contribute to long term commercial success.

MPA Consulting also offer specialist training services to all levels of employees in a wide range of HR, Team and Personal Development areas. We work closely with clients, and provide a complete service in the area of training and development, including identification of training needs, planning, designing, delivering and evaluating training interventions.

How We Can Help

MPA Consulting is one of the UK's leading providers of Business, HR Management and Training services. We have a pool of highly experienced associates, all of whom are quality assured and are corporate members of their respective professional institutions. From HR professionals, to Occupational Psychologists and Trainers, we have the capacity to deliver high quality expertise and solutions to your organisation.

Our current and previous clients include: BBC, Rolls Royce, HSBC, Manchester City Council, Institute of Physics, ENEL, FSA, and the NHS.



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Portfolio of Services

Consultancy Services

MPA Consulting have the expertise and resources to supply consultancy services in all areas of Business Management and Human Resources. Our Consultancy Services can generally be grouped into the following categories:

Recruitment and Selection
Performance Management
Change Management
Equality and Diversity
HR Management
Business and Resourcing
Bespoke Services

“MPA Consulting have provided a highly personalised service based on a robust understanding of our needs and business context and excellent knowledge of professional practice from both the public and private sectors.”

Manchester City Council



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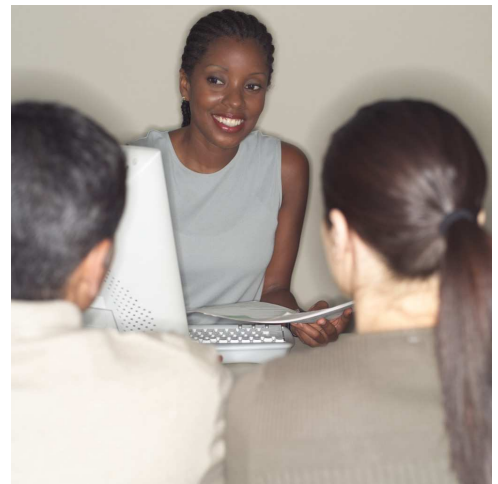
Training Services

MPA Consulting have the expertise and resources to supply training services in all areas of Business Management and Human Resources. Courses can be run as one or two day workshops depending on your needs. All are tailored to your organisation and are run by trainers who are experts in their field. Our training courses include:

- Recruitment and Selection
- Performance Management
- Talent Management
- Leadership Development
- Project Management
- Mentoring
- Counseling Skills
- Enhancing Creativity
- Managing Change
- Equality and Diversity
- Team Working
- Communication
- Presentation skills
- Stress Management
- Time Management
- Customer Service
- Conflict Management
- Negotiating Skills
- Problem Solving and Decision Making
- Bespoke Courses

“We use MPA to train our staff and have always had really positive feedback”

The Walton Centre NHS Trust



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Consultancy Services



Recruitment and Selection

We have the specialist knowledge and skills to help your organisation with all aspects of the recruitment and selection process. Our expertise in Recruitment and Selection include the following:

Job Analysis / Evaluation

By conducting a thorough Job Analysis we can give you a strategic review of the role to identify critical competency requirements, which offers a precise framework upon which to assess candidates' skills. We will help you to establish the type of person ideally suited for the specific roles and responsibilities required. We are also able to evaluate new and existing jobs to help you determine where they fit into your organisation. Evaluation of roles will not only help you structure your team/organisation, it will help you to decide pay schemes and manage performance.

Job Descriptions

Having a well structured job description can help you to attract the candidates that you need. We are able to write job descriptions based on analysis of the needs for the role including the clustering of roles into job families to meet the structural requirements of your organisation.

Psychometric Testing

Psychometric testing remains one of the most prominent methods of selection in recruitment today. Using the right combination of Ability Tests and Personality Inventories can help you pick out the very best candidates. Psychometric testing remains one of the most predictive methods of work performance so utilising this method correctly is critical. MPA Consulting is a licensed partner of SHL and we have a pool of CIPD professionals and Occupational Psychologists, all of whom are accredited and highly experienced. Our range of personality inventories include OPQ-32, MBTI, and Firo B.

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Competency Based Interviews

Interviews are the most popular form of assessment, yet few organisations utilise competency based interviews correctly. We have the knowledge and expertise to design, develop and deliver competency based interviews to suit your organisation that will enable you to select the very best candidates. We have the capacity to deliver competency based interviews in a variety of formats including telephone interviews and interviewing panels.

Assessment Exercises

Assessment exercises are individually designed to match candidates to your organisations' core competency framework. It allows role level analysis, to ascertain the best role for each candidate. Candidates also have the opportunity to demonstrate their skills and abilities rather than simply talking about them.

Assessment Centres

Assessment centres offer the full Recruitment and Selection package. They are for employers who have taken the decision to outsource their recruitment and selection function to a team of experts to accurately identify the best talent.

Usually completed over a full day, MPA's Assessment Centres are designed specifically in line with your organisations' recruitment needs. Assessment Centres will encompass all of the recruitment and selection techniques outlined so far: Job Analysis, Job Descriptions, Psychometric Testing, Competency based interviews, and Assessment Exercises.

We provide our clients with a comprehensive report detailing candidates performance and recommendations for selection.

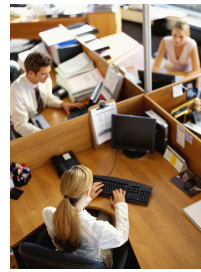
Find Out More

Our experts are happy to provide you with free advice regarding your recruitment and selection needs. We can help you decide which recruitment process is the best for you and how MPA Consulting may be able to help you with it. Please contact us for more information.

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Performance Management

We have the specialist knowledge and skills to help your organisation with all aspects of performance management. Our expertise in Performance Management include the following:

Competency Frameworks

The introduction of competencies are usually used to help improve or enhance the performance of individuals, departments and the whole organisation, or to address problems and issues in the organisation that might benefit from the structured approach that competencies can offer. Competency frameworks help organisations identify exactly how individuals should focus their efforts and provides a method by which their progress and performance can be measured. MPA Consulting has the knowledge and experience to design, develop and implement a bespoke competency framework that will service the needs of your organisation. Our approach takes into account job roles, management and employee views and organisational climate and culture.

Appraisal Process

Performance appraisal in an organisation involves some of the most important aspects of people's sense of who they are and what they can be, since it deals with their competence and effectiveness. Performance appraisal needs to take into account the organisations' goals and the individual's goals. MPA Consulting can help your organisation design, develop and implement an appraisal process that will produce positive outcomes at an organisational and individual level. Based on your existing competency framework, or designed in line with a new competency structure, we can help you to produce an appraisal system that will work for your organisation.

360° Feedback

As a performance and team management tool 360° Feedback is growing in popularity. Feedback on performance from managers, subordinates, and peers can not only highlight the performance of an individual, it can also build team confidence and empowerment. We can help you implement a 360° Feedback system that will help you manage performance at an individual and organisational level.

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Training Needs Analysis

Organisations need a system in place that will identify individuals' development needs. By conducting a Training needs Analysis, organisations are able to identify these needs. Establishing training needs will rely on the mechanisms established for the review of peoples' performance. This will include regular appraisals and reviews, formal and informal, with all staff. At an individual level, employees will feel valued and empowered. At an organisational level, identifying training needs will enhance performance and cut costs. MPA Consulting has the expertise to design, develop and implement a Training Needs Analysis for your organisation that will help increase performance at an individual and organisational level.

Development Centres

Development centres offer the full Performance Management package. They are for Employers who wish to identify skill gaps in their workforce, and identify the development needs of their staff.

Usually completed over a full day, MPA's Development Centres are designed specifically in line with your organisations' needs. Development Centres can encompass some or all of the performance management techniques discussed so far: Understanding Competency Frameworks and Appraisal Processes, 360° Feedback, and Training Needs Analysis. Development centres can also pull in Recruitment and Selection techniques to raise awareness of areas for development e.g. Psychometric Testing, Assessment Exercises.

We provide our clients with a comprehensive report on detailing candidates' performance and recommendations for development.

Find Out More

Our experts are happy to provide you with free advice regarding your performance management needs. We can help you decide which process is the best for you and how MPA Consulting may be able to help you with it. Please contact us for more information.

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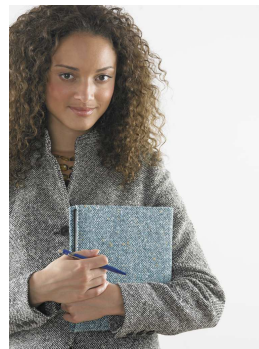
Change Management

We pride ourselves in our ability to assist organisations to develop effective culture change programmes, people strategies, plans, policies, and systems which help contribute to long term success. Our continued success is due to our commitment to provide high quality solutions that are tailored to meet client's specific needs and requirements.

We can support an organisation through the four steps of a successful culture change programme:

The Planning Phase:

- Understanding the current culture
- Establishing change goals and design the appropriate activities
- Engagement of key decision makers
- Planning, designing and refining change activities



The Action Phase:

- Delivering the desired culture
- Implementing the change process

The Integration Phase:

- Consolidating, stabilising and reinforcing new behaviours
- Diffusing successful aspects of the change process throughout the organisation

The Evaluation Phase:

- Active during all three previous stages.
- Constantly evaluating, adjusting and refining our culture change programmes to ensure that our clients receive the highest quality service and a successful culture change programme delivery.

More Change Management Services

Other change management services MPA Consulting is able to offer include: Merger and Acquisition Support; Specialist HRM support; Organisational Development Strategies; and Project Management Services

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Equality and Diversity

We have the specialist knowledge and skills to help your organisation with all aspects of Equality and Diversity management. Our expertise in Equality and Diversity include the following:

Equality and Diversity Audit

A diverse workforce can offer your organisation a wider range of knowledge, skills and experience. Legislation surrounding equality and diversity can be complicated but it is every organisations' responsibility to ensure that policies and procedure from recruitment to grievances, are fair and non discriminatory.

By conducting an Equality and Diversity Audit MPA Consulting can help your organisation to understand where your strengths and weaknesses lie. We will provide you with a comprehensive report detailing the current state of your organisation and recommendations for complying with legislation and getting the very best from you workforce.

Equality and Diversity Consultancy and Advice

Equality and Diversity covers a broad spectrum of issues and should be encompassed in all areas and at all levels of an organisation. MPA Consulting are able to offer services and advice in the following areas:

- Developing policies and plans
- Investigation of Discrimination Claims
- Cultural Competence
- Promoting Diversity and Equality
- Leadership Styles for Promoting Diversity
- Developing and Implementing Equality Schemes
- Equality and Diversity Training



Find Out More

Our experts are happy to provide you with free advice regarding your Change Management and / or Equality and Diversity issues and needs. Please contact us for more information.

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HR Management

We have the specialist knowledge and skills to help your organisation with all aspects of HR Management. Our expertise in HR Management include the following:

Quality Audits

IIP Standards, Internal Procedures, Policies and Systems: Development and Implementation

Strategic HRM

Identification of key HR issues and challenges, assistance with determining relevant HR strategies, review of HR policies and procedures

HRM Research

Investigations and casework

Organisational Development

Organisation Development, Restructuring & Job Design: how to organise work processes and work structures, defining roles, responsibilities and accountabilities

People Management

People Departure/Exit Management Strategies: Redundancies, Relocation and Transfers of undertakings (employment contacts)

Interim Management

Provision of short or long-term specialist support

Mentoring and Coaching

Programme advice, design and implementation

Investors in People

Advisor and Assessment Consultancy Services



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Business and Resourcing

We have the specialist knowledge and skills to help your organisation with all aspects of Business and Resourcing. Our expertise in Business and Resourcing include the following:

Business Development Support

Health Checks, Financial/Strategic Planning, Marketing

Project Management

Planning, Cost Control, Problem Solving

Graduate Training Programmes

Design and operation, Accreditation Support and Consultancy, Mentoring

Industrial Placement Scheme

Undergraduate Support to Businesses

Career Counselling

CV Preparation, Networking, Job Market Research



Bespoke Services

Tailor Made for Your Organisation

At MPA Consulting we believe that for the delivery of any HRM programme to be successful it must be delivered in line with the organisations' goals and objectives. We tailor all of our services to suit the organisation. If you have not seen the service you are looking for, or if you would like to combine a number of services, we have the expertise to be able to design, deliver and evaluate a bespoke service to suit your organisation.

Find Out More

Our experts are happy to provide you with free advice regarding your HRM Service needs. Please contact us for more information.

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Training Services



Our Courses

We can offer a wide range of training courses covering Business, Management and HR topics. Course are delivered as either a one or two day workshops and are tailored to delegate level and the organisation. Courses can be run at your organisation or on our premises. Some of our courses include:

Recruitment and Selection

The time of insecurity and uncertainty poses a challenge to companies not only to select competent staff but also to retain this talented personnel. Therefore organisations have to make sure they put enough emphasis on effective selection procedures and methods that aim to improve their employees' wellbeing and satisfaction so that they stay committed to the company. This workshop provides useful and up to date information on methods and tools that enable successful recruitment and retention of talent.

Performance Management

Every employee is capable of exceptional performance. Where people fail to put in effort it is usually because of poor management. This workshop addresses the performance management process and how it works. It is designed to provide the audience with the strategies and tools necessary for effective performance management practices. Linking individual objectives with company goals is crucial in this area.

Talent Management

This workshop addresses the critical talent management issues encountered by global organisations today as a result of the ever-changing world of business. With the growing need for adaptation to changing market demands and the growing shortage of talented personnel, it is vital for organisations to focus on recruiting, retaining and developing talented personnel, in order to remain one step ahead in the business world.

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Leadership Development

With the challenging organisational changes that leaders face today, the concept of leadership is critical to organisational success and health. This workshop will provide you with the tools and skills you need to successfully manage and lead people, encouraging more effective processes when engaging with your employees resulting in a more satisfied workforce, long term organisational improvements and overall business development.

Project Management

The success of a company depends on its ability to improve continuously against a background of perpetual change. Staff are required to work in multi-disciplinary teams to manage and progress business projects. A flexible, systematic approach to managing these projects will be key to business success. This course is intended for all staff who require a practical introduction to project management skills and techniques.

Mentoring

Effective mentoring is one of the important tools which can, provided that it is skilfully implemented, make a real lasting difference both at the individual and the organisational level, improving overall performance of any company. This workshop is based on Michael A Potter's newly published book "Mentoring in the Fast Lane". It is designed to provide the audience with an up to date take on effective mentoring. You will find out what mentoring needs in order to be successful and discover how to put these ideas into practice.

Counselling Skills

This course is more than just learning a set of skills. It could also increase your own personal awareness and may challenge the way you view both yourself and others. Counselling is a Personal Problem Management Tool designed to identify specific problems that are blocking performance and empower an individual to self-solve those problems/issues. It identifies problems/issues through a set of skills and attitudes that enable an individual to see what the real obstacles are. The aim is to allow the individual to make his/her own choices using their own resources.

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Enhancing Creativity

Globalisation has made technology easily duplicable across industries and sectors. What no second-rung market player can imitate, though, is the leader's human capital and its flair for innovation. Ultimately these form an unbeatable edge for any organisation. Innovation in its turn follows creativity. This workshop will give leaders and managers the knowledge and skills to enhance creativity in their workforce which will in turn enhance your organisations' competitive edge.

Managing Change

Managing change is one of the most difficult and stressful tasks an organisation can face. Economies are not stable but are in a continuous state of flux so organisations that are able to adapt to change quickly and effectively are those that will continue to succeed. This workshop will address the nature of change and give delegates practical steps to design, deliver and evaluate a successful change programme, both at an organisational and individual level.

Equality and Diversity

Equality and Diversity Training can cover many different areas and can target all levels of an organisation. All our equality and diversity courses are tailor made to your organisation to ensure you get the knowledge, skills help and support you need. Courses can cover the following: Inclusion and equal opportunities, Discrimination, Harassment, Victimisation and Bullying,, Avoiding discrimination and creating safe environments, The benefits of an effective diversity policy.

Team Working

The programme will provide delegates with the knowledge, skills and awareness with regard to working in a team. It will include participative development activities which will enable the delegates to demonstrate improvements. This highly-practical programme provides delegates with an opportunity to develop their knowledge and skills within a progressive learning environment. Methods will include group discussion, practical exercises, syndicate work, video and formal input designed to reflect situations relevant to the delegates.

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Communication

Communication is a lifelong skill, learnt from an early age. However, we can become set in a pattern of communication, using the same habits and skills all the time. This course is designed to provide participants with information on a range of communication styles and skills, thereby increasing their “kitbag” of tools. The course will use input, questionnaires and small and large group discussion to establish what behaviours and strategies are useful in building and maintaining successful business relationships.

Presentation Skills

This course has been designed for anyone who has to impart knowledge or sell an idea to colleagues, or influence senior managers, clients and external professionals. This course is designed to enable delegates to improve planning and delivery skills to both small and large audiences. The range of presentations will include short inputs at meetings, team talks, presenting to clients or formal presentations to large audiences. The course format includes tutor input, individual work, small group exercises and large group discussion. It also provides an opportunity for delegates to receive feedback on their delivery skills.

Stress Management

Through discussion and participation, the course aims to increase delegates understanding of what stress is and what causes stress in self and others; to understand the relationship between change and stress; to consider strategies to prevent and manage stress in ourselves and others. This course is ideal for those who have responsibility for the supervision and performance of others and would be interested in looking at how to tackle stress in ourselves and others.

Time Management

This course is designed for all levels of staff who wish to improve their own and their teams’ organisational, planning and time management skills, increasing their awareness of how they and their team members work. The course involves group participation in the form of practical time management exercises, discussions, role-plays and evaluations. Group activities and assignments will be set and evaluated.

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Customer Service

Companies are finding it increasingly difficult to compete on price alone, they need new initiatives to stand out in the market and gain competitive advantage.

This course is aimed to provide front line staff with new techniques on how to improve their contact with the public. It will outline the importance of customer care, and provide attendees with ways of improving their customer and communication skills. The course will also highlight different communication methods front line staff use towards customers and develop good practice, whilst identifying the interaction and impact of customer perception and company image.

Conflict Management

The programme will provide delegates with the knowledge, skills and awareness with regard to dealing with conflict within the working environment. It will include participative development activities which will enable the delegates to demonstrate improvements. This highly-practical programme provides delegates with an opportunity to develop their knowledge and skills within a progressive learning environment. It will enable them to demonstrate their competence in a number of critical areas.

Negotiating Skills

The programme will provide delegates with the knowledge, skills and awareness with regard to developing their negotiation skills. It will include participative development activities which will enable the delegates to demonstrate improvements. This highly-practical programme provides delegates with an opportunity to develop their knowledge and skills within a progressive learning environment. It will enable them to demonstrate their competence in a number of critical areas.

Problem Solving and Decision Making

The programme will provide delegates with the knowledge, skills and awareness with regard to solving problems and making decisions. It will include participative development activities which will enable the delegates to demonstrate improvements. This highly-practical programme provides delegates with an opportunity to develop their knowledge and skills within a progressive learning environment. It will enable them to demonstrate their competence in a number of critical areas.

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Bespoke Courses

Tailor Made for Your Organisation

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Get the Advice You Need

We have training experts on hand to help you determine the course you need to develop yourself, your staff and/or your organisation. We are happy to provide free and impartial advice to help you decide the best way forward.

“[MPA Consulting have] knowledgeable tutors who are very good at guiding and understanding”

**Peterborough and Stamford Hospitals
NHS Foundation Trust**



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