

## ... working with our clients to build capability through skills transfer ...

Under Vaults' policy is to transfer its consulting skills into client organisations, through both building working relationships and tailored training and coaching.

The main objectives of skills development are to:

- enable the most effective development and implementation of best practice solutions
- achieve 'buy-in' from those most likely to be affected by specific changes.

The following example modules often provide the core skills needed to deliver most organisations' benefit potential:

- **Design and management of change programmes**
  - structure and governance
  - projects selection and prioritisation
  - benefits realisation
- **Business process re-engineering**
  - process mapping
  - roles and responsibilities analysis
  - risk management
- **Personal effectiveness**
  - leadership programme
  - creativity and innovation
  - key account management

We provide considerable benefit to managers at every level in the organisation, making them more effective in performance improvement, problem solving, interpersonal relationships and in the planning and implementation of change.



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