

## Jonathan Hill, overview of delivery experience.

### *The Marketing Society*

In the current economic climate, organisations such as the Marketing Society are particularly hard hit. Their revenue relies on membership fees and events throughout the year and this year is proving a particularly testing time. Hugh Burkitt the society's Chief Executive is undergoing 1:1 coaching with Jonathan in order to strategically focus on, plan and execute the revenue event calendar for 2009 and in order to forward plan to 2010, the key outcomes being for the society to hit key targets this year and emerge even more robust at the turn of the recession.

### *Gleeds*

Gleeds are an International property management and construction consultancy operating in 17 countries over the last 120 years. Two key current challenges face Gleeds since 2008. Firstly, operating profitably in the beginning of and throughout the impending recession and secondly, shifting its business structure to a LLP. A programme of 1:1 coaching with Directors and Partners was undertaken with Jonathan focusing on 3 key themes and areas: a) Being the inspirational leader and nurturing the productivity of talent, b) driving business growth to strategically hit 2008/09 targets and c) preparing for the structure change to an LLP.

### *BDO Stoy Hayward*

BDO wanted their middle and senior management team to undertake a combined workshop and 1:1 coaching leadership programme that was centred around values, both for the individuals themselves and how those values aligned with the company values at BDO. The outcome was for each individual to have a personal outcome and goal that they wanted to achieve by the completion of a 1:1 six month coaching programme that was to follow the workshops.

The series of 2 day workshops enabled individuals to really explore their personal values, goals and objectives, whilst aligning it with the values and outcomes of the business. These core workshops were then followed by the six month programme of executive coaching, focused on clarifying and actioning key objectives identified in the workshops.

### *A London Hedge Fund*

This programme was centred around a series of half day workshops looking to improve the communication between the research team and hedge fund managers based at the central London head office. The challenges were two fold. Firstly, an international team specialising in different global markets naturally created communication and language barriers. Secondly was the challenge of bringing company research and information to life, making it engaging and acted upon amongst their internal customers and hedge fund managers.

Jonathan's key involvement was design and delivery of the 'thinking creatively' workshop, how do the researchers package and deliver their information in a more creative way to engage the managers? The design was made up of 3 key parts, common perceptions around creativity, barriers and solutions to creativity at work and the creative process, understanding and practically applying it to deliver solutions.

Jonathan also delivered pre and post programme 1:1 EQ-i assessments and feedback, delivering improved self confidence and interpersonal relationships amongst colleagues and the team.

## *MW*

One of London's foremost hedge fund managers were looking to put their new graduates through a series of half day skills workshops. One of those half day workshops was centred around creativity, enabling and empowering these new graduates to think outside the box in challenging the business and creating new ways of doing things that did not necessarily just conform to the usual ways of doing things. Jonathan's key involvement was the design and co-delivery of the creativity workshop for this graduate audience.

## *Office for National Statistics*

ONS, another key public sector organisation undergoing significant change over the last two years have undergone a huge project re locating their main Headquarters to Newport in Wales. This has meant a huge change management programme being undertaken for a) those employees choosing to relocate to the new site and b) those who have decided to look for employment opportunities elsewhere outside of the ONS.

The key area of focus has been around preparing people for change, yet keeping them engaged and productive as this transition has taken place. The ONS is a client of The Mind Gym and Jonathan is a preferred coach to work with their teams. The sessions have all been 90 minutes, covering a number of key skill areas including:

Networking, creativity for logical thinkers, influence and persuade, personal branding, understanding and managing emotional curves, rapport building, goal getting, effective decision making, planning and visualisation.

## *London Development Agency*

With the election of Boris Johnson as Mayor of London, the LDA has been through a process of 'streamlining' and restructure. Again similar to the ONS this is a programme of two parts. Firstly helping people through the redundancy process, preparing themselves mentality, as well as maximising their opportunities of finding new work and employment. Secondly once the process is complete, helping those who have repositioned within a new team or role to get re-focused and re-energised into a new look LDA, maximising productivity whilst a significant change process takes place.

Jonathan facilitated and lead a series of 90 minute workshops covering the key skill and focus areas of positive mindsets, understanding and managing emotional curves, networking , confidence building, getting organised, decision making, building rapport, communication and listening skills.

## *Pfizer and Waterstones*

Jonathan was lead coach for a series of open workshops for Pfizer and Waterstones, two large London based organisations. Topic and focus areas included goal getting, customer focus, public speaking, influence and persuade. Group sizes were up to 20 people and held respective head offices in Surrey and London.

## *The Charity Commission*

As part of their annual training programme The Charity Commission ran a series of open workshops for all levels of seniority with the intent of improved communication in an organisation that was constantly busy and under pressure to deliver. Topics and focus areas included effective communication, delegation, listening skills and creativity for logical thinkers. Jonathan conducted workshops in both the London and South West office in Taunton.

### *Royal Pharmacuetical Society*

Currently in the process of a re-structure the RPS were looking for a programme of workshops that would equip their staff to navigate the change effectively, whilst remaining as productive as possible. The change itself was creating a lot of upheaval in the minds of the staff and creating a somewhat stressful environment. Jonathan lead half day programmes on managing stress and understanding and managing the emotional curves.

### *The Home Office*

A series of one day workshops working with The Home Office deputy directors in effectively giving and receiving feedback. This touched on theory using the ORCA model (O-observed R-reaction C-check A-action) and then applying it in practice, facilitated using real life scenarios and examples played out with the assistance of professional actors. Participants would plan and deliver their feedback to the actors whilst being observed and given feedback themselves from colleagues using the best practice ORCA model.

### *Vielife (CIGNA)*

A series of four one day workshops working with the senior managers and next succession of leaders in Vielife, a company that delivers health and well-being solutions to corporate clients. Jonathan designed and delivered workshops over the following key areas, conflict (Thomas Kilman model), communication management, communication preferences, relationship awareness theory, effective delegation and financial management. These workshops made up the core training agenda for the year, participants included the MD and department heads from finance, customer service, programme development and sales.

### *Petro Canada*

A two day senior leaders off site meeting for an International audience of global country managers of Petro Canada. Jonathan co-facilitated a coaching skills workshop and a series of breakout leadership hubs that assisted in strategic planning for the year ahead across leadership, inspiring the teams and meeting set targets. At the finale of the two days was a big outdoor team task that inspired the challenges of leadership, communication, working under pressure and creativity amongst the team.

### *Shell*

Jonathan has delivered projects for Shell both at head office senior management level and for North Sea platform teams.

The platform team event was a kick off programme for Shell management working together with their associate drilling operator with a brief to create team collaboration and deeper, more effective working relationships early on. Alongside of this team cohesion was a focus around strategy, vision and values by which the team would operate over their year long working partnership on a North Sea drilling platform. This was a two day event held in Aviemore.

The head office delivery was for the European procurement team in London, commissioned by their partnership with Accenture and for a downstream Finance team based in Head Office in the Hague. Key focus areas were skills around influencing and persuading and managing expectations effectively.

## Testimonials

"Jonathan Hill has been my coach for the past few months in my role as Chief Executive of the Marketing Society. He has been brilliant in helping me think more clearly about my priorities- both business and personal- especially the longer range ones. He has already improved my immediate effectiveness, but I suspect that the true benefit will come next year as a result of clearer thinking about the Society's longer term progress.

I find it difficult to describe his methods, as I seem to do all the talking, but he draws out all the key issues very subtly and is very skilled at listening and not letting me forget the key actions. I find talking to him both very valuable and therapeutic!"

*Hugh Burkitt, Chief Executive, The Marketing Society.*

"Jonathan listens intently. He asks me the right question at the right time to help me clarify my feelings and thinking. His coaching opened me up to seeing what I wanted to achieve and how I could achieve that outcome in my own way. His style is challenging, creative and fun. He is very supportive and he'll ensure you are accountable for your actions, not just in the session but with emails and calls to help keep you on track. Jonathan helped me to identify small practical things I could do to make a big impact."

*Tanya Palmer, Client Director, Aspire.*

"Jonathan brings a balance between theory and practical exercise through his delivery. He is excellent in enhancing team conversations and gauging the pace of the training. Jonathan, whilst managing the programme, remained in the background and allowed the team to have open and candid discussion on business issues.

Transfer of training into the organisation was a key deliverable of the programme and Jonathan ensured that action items were addressed and completed from module to module.

*Eavan Kennedy O'Neill, HR Director, CIGNA.*

"Jonathan is an excellent coach of the highest calibre. Having interviewed many coaches, I was very happy to recommend Jonathan to my business clients as he is a cut above the crowd."

*Lee Chalmers, The Downing St Project.*

"Jonathan is an excellent performance coach. Easy to talk to, great listening skills, he looks at personal situations from an informed, objective and impartial standpoint. His feedback and suggestions are insightful and positive, leaving you with a greater understanding of your options and a confident idea of the path to take things forward."

*Toby Thomas, Managing Director, JWA Associates.*