

P1 Training & Development

Specialists in People Performance for the Office Products Industry



TRAINING&DEVELOPMENT



Introducing P1 Training & Development

P1 T&D is an established and recognised provider of first class training and development programs for people in performance related roles. The owners of P1 have an unrivalled background of creating, managing and leading successful teams and businesses within the OFFICE PRODUCTS industry (you can read our full profiles inside). Our goal is simple - to help you deliver continued success to your business through optimising the skills and performance of your people.

Established in 2002 by our Chairman, Rick Chattell, we have successfully developed and grown our business as a result of combining traditional and accepted training principals with innovative programs and content. The growth of our business has been largely achieved by developing effective programs for the corporate market and we are able to include many recognised and industry leading names as clients today. Our targeted development of training and development for the OFFICE PRODUCTS industry sees us combine our personal backgrounds and career experiences with our market-leading programs. The P1 proposition today encompasses the following comprehensive range of people development programs and business services:

- Assessment & Evaluation
- Management and Leadership Training
- Team Building

- Performance Skills Training
- Graduate Development Programs
- Coaching
- Business and Strategic Consultancy

The directors, associates and personnel of P1 T&D are themselves all experienced OFFICE PRODUCTS business professionals and leaders who really have 'walked the walk'. Our team can demonstrate considerable experience and impressive personal success in performance roles at every business level within your industry. This focus on 'hands on' business experience combined with proven and innovative development programs enables us to deliver a credible and refreshing approach to people development.



This introductory brochure highlights some of the key areas of support and development we are able to offer the OFFICE PRODUCTS channel as well as some insight into one or two recent examples and testimonials from OFFICE PRODUCTS companies such as you.

For a no obligation meeting and assessment of your people development opportunities please feel free to contact us.

"P1's complete program of consultancy, training, management development and coaching provides all our requirements from one company. This intimate knowledge of our business is helping take us to the next level" Neil Andrew, MD, Malcolm Andrews, leading UK distributor

Visit us at www.p1development.co.uk or call for a full brochure



“We use P1 to evaluate over 100 potential candidates a year for all levels. The assessment and evaluation findings deliver tangible and crucial benefits to our business”

Spencer, Head of recruitment, £300m national company

Our backgrounds in your industry

The P1 team combines unrivalled experience and unique content to ensure success is a lasting and permanent feature of all of our programs

The management team of P1 T&D structure and deliver many of our programs themselves. Additionally we are supported by a number of key specialist trainers and facilitators with experience at every level of business from start-up to board level of international plc.'s. We pride ourselves on our ability to offer professionals with genuine hands-on experience in the commercial (real) world. This constantly features in our course appraisals as a key reason why we are able to develop our clients' people so effectively.

Our combined experiences within in the OFFICE PRODUCTS industry we believe is unrivalled in that it encompasses every aspect from stationery/commodity sales to EOS specialism to contract office furniture to high value capital goods/big ticket sales to business machines and document management.

Furthermore this knowledge of the 'product' side of the industry is underpinned by our success in and knowledge of performing and delivering results at every level; from trainee sales in the independent channel, supplying the trade/indirect supply chain, national & corporate accounts management & leadership functions right through to senior management & board director roles in a number of the so-called 'power channel' and genuine industry & market leaders.

Furthermore as you consider the on-going future of your business, we are able to offer support and real life experience should you be considering acquisitive growth & integration, optimising organic growth or maybe even re-structuring for greater efficiency.

The key to this is working with the right individuals with the right experience and skills for your business. In P1 T&D we offer 3 key specific people able to support their training & development skills with genuine successful commercial experience in YOUR industry.

Gary Naphtali

Gary is the Managing Director of P1 T&D Limited. Gary is a proven professional at all levels of Sales and Business Management within the office products industry. It is Gary's fundamental belief that the ongoing Training and Development of people is paramount.

This principle provoked him to create the T.A.P.P process for training and development program structure (Theory, Application, Practice and Perfection) and the formula for business success - SFM². TAPP is today the core structure of all P1 Development training programmes and ensures that training delivered by P1 T&D is a learning experience relevant to individual and their role. SFM² is a truly unique approach to performance success and captures the four key elements considered the foundation of success in any number of business environments - Structure, Focus, Management & Motivation.

His 20-year career, spent entirely in the office products industry, includes extensive experience in sales management and leadership roles in both direct and indirect B2B environments, in manufacturing, and in all products sectors from

commodity to 'big ticket'/ high value capital goods. His management career to date includes the following roles:

- Divisional Director - Office Furniture, UK Contract Stationer
- National Accounts Director (UK) - UK Contract Stationer
- Corporate Sales Director (UK) - UK Contract Stationer
- Sales & Marketing Director - Leading UK independent stationer
- Divisional Director - UK's leading/largest document production and management company
- Head of Division - UK Market-leading EOS specialist supplier

A committed 'people person' with a genuine passion for sales, new business and business development Gary has enjoyed working with, and building, successful teams and businesses in SME/local, corporate, national and international business arenas. Although a proven specialist in sales and marketing Gary has considerable experience (15 years+) in managing all aspects of commercial/ performance-reliant functions and can include leadership roles in purchasing, customer service and operations in his career profile.

Gary underpins a successful management career with considerable individual sales experience at all levels and can boast personal success in securing single orders up to, and in excess of, £1million and £multi-million local, national and pan-European supply contracts.



Michelle Naphtali

Michelle Naphtali is a Director of P1 T&D Limited. Michelle specialises in leadership and Management skills at all levels utilising her experience as a board Director of National, Pan European and Global Businesses. Michelle is a great believer in using coaching to enable candidates to find their own answers by learning to apply 'real life' work practices.



Michelle has fifteen years Management experience, again entirely within the office products industry, heading teams of 300 plus. Specialist areas include Change Management, Balance Scorecard, Acquisitions and

Mergers. She also holds various non-executive positions in the advising on management and strategy. Her management career to date includes the following roles:

- UK Sales & Marketing Director - UK Contract stationer
- UK Sales & Marketing Director - UK Market leading EOS specialist
- Regional Director - UK Contract Stationer
- General Manager - UK Market leading EOS specialist

Michelle can also boast a successful sales career able to demonstrate considerable personal success in local, national and international sales arenas at every level and contract size.

Michelle's business, training and coaching experience enables her to design and deliver a wide range of unique and dynamic programs from Graduate to Board Level Teams.

Rick Chattell

Rick Chattell is the Founder and Chairman of P1. Rick specialises in Leadership and Team-working at all levels and has built a strong reputation for his delivery, creativity and planning when working with a wide spectrum of clients from Blue Chip companies to national sporting teams.

He is a great believer in the benefits of experiential Leadership training and its value when correctly related back to the working environment.

Rick also holds a level B qualification in Occupational Testing.

Rick spent 10 years in the Army, serving with both The Parachute Regiment and The Army Air Corps. Based in Germany, he



served as a helicopter pilot during the Gulf War and as a flight commander in various European theatres. He also spent 8 months in Cambodia with the United Nations after which he was awarded the MBE. Moving back to the UK, Rick ran the organisation responsible for Management and Leadership training within the Army Air Corps before leaving the Army in 1996.

After setting up his own consultancy, Rick ran a highly successful Leadership project at The Royal Military Academy Sandhurst, in partnership with the Army, which provided Management and Skills training for the Public and Private sectors.

As well as his extensive corporate work, within the office products industry Rick has been instrumental in the recruitment, assessment & evaluation, staff retention and development of one of the world's leading document management companies – Ikon plc. Rick's work with Ikon over the last four years has seen him involved in all levels of sales performance, coaching, team building and management development throughout the UK.

Unique Approach

At P1 we constantly look to bring innovation to the learning process. We are determined to retain our reputation for inspired and fresh approaches to every aspect of people development. This thinking led us to create SFM² - The Formula for Performance Success and TAPP – Theory, Application, Practice and Perfect.

The learning environment can be a challenging experience. Through our commitment to experiential learning we very often take people outside of their

normal environment and their personal comfort zones. TAPP and SFM² are unique P1 approaches that make these processes painless yet beneficial. Whilst TAPP is a process aimed at simplifying and supporting what can be, for some, challenging learning experiences, SFM² is a formula aimed straight at the heart of performance management.

These are just some of the things that make P1T&D unique.



P1 T&D Products & services for the Office Products channel

In this section we have selected key products and service from P1 we believe may be appropriate to support the goals of your business.



Business Planning - Planning for Success

Look behind every good business and it's likely you will find a good business plan. It's also our experience though that many businesses (of ALL sizes) are in fact not planning for success effectively or even at all. Furthermore some plans are so complex or unclear that they are either not communicated to the very people who are expected to deliver it or are just being interpreted properly. Effective planning provides direction, guidance and expectation for the future success of the business. The plan needs to be clear, robust and flexible, able to deal with any business eventuality and occurrences whilst staying focused and true to its intent. There are many key and several essential features to a good business plan. Our planning support can help you achieve clarity and structure to your plan by providing the following:

- o Assessment & Evaluation of your business and people
- o The SFM? process – can your plan be delivered?
- o Creating a new plan and/or challenging the current plan
- o Creating appropriate goals or challenging the existing goals of the business and key individuals to create alignment
- o Performance management processes and tools to support the immediate and on-going delivery of the business plan
- o Suppliers and the supply chain
- o Marketing tools and market/client awareness of your business

Training & Development - Management & Leadership

Our extensive management development training will provide all of your management personnel with the skills and tools they need to deliver your plan. Some key features of management development include:

- o Goal setting and goal delivery
- o Planning for success
- o Effective communication
- o Team structures
- o Leadership vs. Management
- o Leadership qualities
- o Management styles
- o Managing Change
- o Project management
- o Situational Leadership
- o Project Management
- o Conflict handling
- o The Lens of Understanding – dealing with difficult people
- o Successful Meetings
- o Implementation of plans and goals
- o Managing performance
- o Performance recovery
- o Coaching to perform
- o Recruitment and interviewing
- o KPI's and the balanced scorecard - data analysis and interpretation

The modern manager needs a whole collection of skills to be as effective as possible. The 'tool bag' above is essential to underpin experience and ability of every manager.



Training & Development - Sales

The P1 office products team have all been successful sales people themselves. At EVERY level. They have all managed sales functions themselves. At ALL levels. They know what it takes to be successful and what to do avoid failure. They know how to recover if 'failure' occurs. The P1 programs are SPECIFIC to the office products channel and structured to support the market and business dynamics of your industry. An example of some of the course content you can choose from:

- Goal setting and motivation – self
- Personal Development Plans (PDP's)
- Personal Income Plans (PIP's)
- Personal Business Plans (PBP's)
- Your role in the success of your business
- Your company's proposition
- knowing it,
- positioning it
- using it as effectively as you can/should
- The selling process
- Existing business development / account management
- getting more,
- cross selling,
- account reviewing,
- communication,
- new products,
- using marketing materials to sell,

- effective questioning
- New business attainment -
- client mapping/profiling,
- using marketing materials to sell,
- communication disciplines,
- decision makers and decision influencers,
- closing,
- handling objections,
- first meetings,
- follow up meetings,
- integrity,
- effective questioning
- Selling commodity products – stationery, print, eos,
- Selling capital goods – furniture, machines
- Selling to big/national/corporate accounts
- Presentation skills
- Communication –what to use and how to use it
- First class customer service
- Conflict management – handling conflict and getting a positive result
- Successful meetings
- Self management / KPI's/time management/discipline and structure
- Success criteria
- Administration and reporting
- Advanced sales and negotiation
- Superselling with NLP

Using the TAPP process all our programs are geared towards 'experiential learning' formats ensuring what's learnt on our courses sticks.

Training & Development - Support

Supporting the sales effort is crucial to long-term success. The support function is fundamental to the retention and development of existing accounts and to the essential

implementation of new business. We offer support team training in the following key subject areas:

- How to Create and Maintain good relationships with different types of people



- Dealing with criticism and complaints from customers positively
- Making the Customer feel good with effective 'stroking' skills
- The essentials of Customer Contact
- Face to Face
- On the telephone
- Effective and Targeted Questioning
- Listening Skills
- The Lens of Understanding - dealing with 'difficult' people
- Understanding Basic Body Language
- Engineering longer term relationships and future business
- Reactive Customer Service
- Proactive Customer Service
- The Internal Customer and The External Customer

"I have never seen my management team so involved and focused in 10 years of using training outside training companies"

Phil, UK National Sales Director, world's largest provider of document management solutions



Coaching and personal development

Providing focused and individual support for key personnel within your business can be extremely effective not just for that individual but for the business as a whole. One to one coaching is a growing and developing service aimed at the concentrated support of key and important personnel within a business. It is a popular and recognised way of improving the performance, thinking, application and general well-being of the receiving individual (commonly known as the 'coachee').

Third party support has been proven to facilitate a more relaxed development of the individual primarily as a result of the removal of interference, politics and 'pressures' from the decision making processes normally present when the individual is being coached by a superior or another company employee.

P1 Approach to Coaching

Coaching from P1 personnel is an enhanced offering to the accepted coaching processes as all of P1's coaches are experienced business people themselves. The range of commercial experience within the P1 team is extensive – SME to corporate, local to international, start-up to plc board level. The team can call upon individual and collective experiences of running small commercial functions to £multi-million businesses and small, single number teams up to several hundred personnel; all this across a broad spectrum of diverse markets and business environments. This means our coaching programs have the added edge of being supported by

people who have not only regularly experienced the kind of challenges the coachee faces but have survived to share those experiences with others. But that's not all. A central theme to our performance management programs is again the unique P1 process call SFM²: the formula for performance success. It stands for the acronym SFMM - Structure, Focus, Management and Motivation. We have created management tools in support of this process that enables those in a performance role to concentrate on the core areas that are needed to deliver performance success –Structure, Focus, Management and Motivation. We use this as part of our coaching structure.

In essence the coachee is challenged by the coach to achieve alignment in these four areas of their role be it with long term, mid-term or short-term objectives in mind. The coach will help the coachee through the process of SFMM on an on-going basis. As a result we concentrate and deal with the following

- STRUCTURE – time management, prioritising, team structures, communication structures, personal management
- FOCUS – long-term, mid-term and short-term goals and objectives. Personal objectives and goals and company objectives and goals
- MOTIVATION – personal motivation, company motivation, task motivation and recipient motivation (i.e. those who are impacted by your role and function within that business)
- MANAGEMENT – task management, communication, administration, planning & preparation, managing your manager, personal effectiveness

Our job as coaches is not to 'do' but to 'facilitate doing'. The coach will support and provoke progress and change but the overriding principle is to enable the coachee to 'learn through doing'.

Implementation and review

Effective implementation of your plan will greatly enhance its chance of success. Many companies fail at this important stage when the new disciplines and processes literally need to be driven and 'led' through. Working with they key 'owners' of the plan we ensure these important early stages are not overlooked and managed effectively.

- Weekly and monthly individual performance reviews
- Managing weaknesses and coaching for success
- Weekly/monthly sales meeting - structure, focus, management and motivation
- Quarterly/half yearly PDP reviews - structure, delivery and management
- Who should do what and when - MD, management, team leader,
- Using management and performance tools confidently and correctly



“Using P1 has helped us tackle head on some key issues within our business and provide us with the goals, focus and tools to take our business forward with confidence”

Peter, MD, leading regional office products retailer and distributor



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Team Building & Motivation

As your business develops and faces inevitable challenges the people within your business will deal with things differently. Re-energising, re-focusing and re-motivating your team can be achieved in several ways. One of the most effective and immediate ways of this is through specific team building programs.

P1 T&D was founded as a team building and motivational business and we offer one of the widest choices of team building events and programs you will find. All our programs and events are biased towards the achievement of high performance behaviours. Understanding high performance team behaviours will make a team more effective. A team that performs to a high standard and achieves good results. On a sustained basis will be a team that understands and implements these behaviours on a daily basis.

Understanding where strengths lie within the team and how to use them to the greatest benefit is an area that P1 T&D encourages teams to explore. Our experiential team activities (ranging from cerebrally challenging problem-solving tasks to large-scale strategic challenges) draw upon all of the aspects of high performance team working to achieve a successful outcome.

All activities are thoroughly debriefed upon completion and the outputs are related back to the working environment to ensure relevance and meaning. The process is critical with regard to sustained behavioural change of the teams and individuals. Your team will emerge from this refreshed, re-energised, working better together and with memories that will last a lifetime.

“P1’s programs and products continue to expand to support our business and our people. Knowing the positive impact P1 has had on our business for a number of years we continue to use them confident of the improvements we will see in our people at all levels of skill and seniority”

Sheila, HR Director, £400m European market leader



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“Their training is revolutionizing my business”

Adam Noble, MD Irongate Group – one of the UK’s largest and leading independent providers of office products and print solutions



Case Studies & Testimonials

We are able to offer client testimonials and references from any size, type and dynamic of client. Below are just a few examples from both your industry and non-industry clients.

Case Studies

Client A is the European leader in its market. Identifying a need for skills training for its UK senior management team to support new market challenges P1 was asked to submit suggestions and ideas. From a shortlist of a number specialist development companies including a number of leading business colleges P1 was selected to create a program to support the objective.

In March 2007 The Champions Academy was launched to include a year long program of academic and experiential development training focusing on change management. The first stages of the program received such unanimous candidate acclaim that the 2008 program has already been booked and doubled in client size to include second tier management levels.

Client B is an established and reputable independent office products dealer. Working with the client over an initial 6 month period we

supported the client in every aspect of business planning, management training, sales skills development and program implementation. In addition to developing new people skills at all levels the client is expecting a minimum of 20% growth over the next 12 months and a minimum 15% p.a. for the next 5 years.

Client C is a global leader in the airline industry. Again against strong competition P1 was selected as the preferred supplier for all UK team building and development programs. The range of requirements varies from small teams looking to embrace new additions to established high-pressured teams responsible for £multi-million project delivery all over the UK. P1 was selected as a result of our unique mix of program content and in-house skills & real-life commercial experience

Client D is a leading regional provider of office furniture solutions for small private clients to large public sector organisations. Looking for consistent and stable growth to underpin the long term objectives of the business we have supported the client in several key areas – strategic planning, business planning, performance management, management training, sales skills training, performance scorecard and management coaching. The client not only saw a positive year end growth of 17% over last year but is forecasting a minimum 20% growth in revenues and profits for the next 12 months.

Big, small, local or international...

When you partner P1 'You're in Good Company'



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