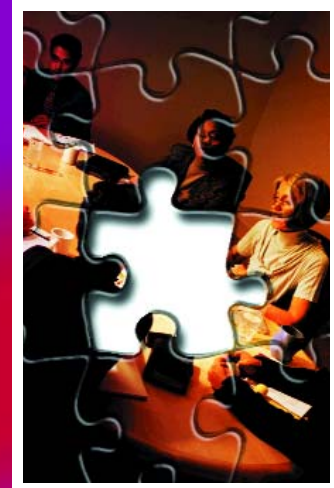
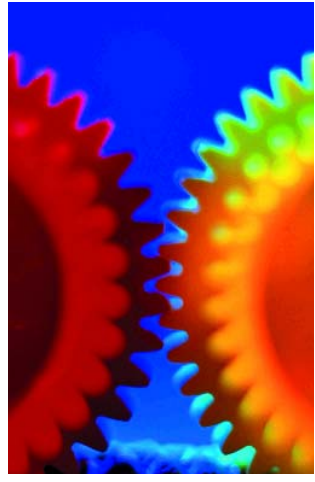
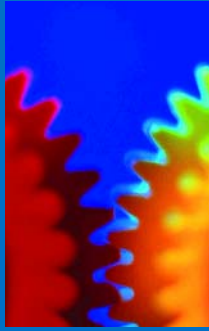


# Consultancy and Training





In today's business environment, organisations face numerous challenges. If ignored or incorrectly managed, the effects of the pressures and strains of 'life in the fast lane' can have devastating results on the people within an organisation; both managers and staff.

ICAS Consultancy and Training services work with you to create the climate, the policies, the support mechanisms and the training to maintain high performance whilst minimising the behavioural risks to your organisation.

ICAS offers a unique blend of professional disciplines including occupational and clinical psychology, human resources management and broad business experience. The majority of consultants and trainers have previously held managerial positions and are renowned for their professional and pragmatic approach to all assignments.

*"ICAS provides a strong commitment to quality with the flexibility to meet different needs"*

National Air Traffic Services

# Consultancy Services

Adopting a pragmatic approach to all that they do, consultants at ICAS address the individual and corporate issues facing an organisation, which often include:

- **Stress Audits**

Helping to determine the potential risks that could arise from stress in the workplace and then providing solutions to overcome such risks.

- **Change Management**

Providing advice to individuals and organisations on how best to manage the human side of change, be it relocation, delayering, merger or expansion.

- **Policy Development**

Assisting organisations in developing and implementing policies on a wide range of human resource issues.

- **Executive Coaching and Mentoring**

An effective and discreet way for senior management to improve their personal effectiveness. ICAS can provide skilled and experienced coaches and mentors to meet almost any need for individual development.

- **Mediation Services\***

Where an independent third party helps people in conflict to get together, communicate, exchange ideas and find mutually acceptable solutions.

- **International Connections**

A range of services for international assignees and their families aimed at helping them to adapt more easily to the practical and emotional challenges of living and working abroad.

- **Health and Well-being**

ICAS can provide a variety of events and seminars to raise awareness of the benefits of a balanced lifestyle and to help employees manage their own health and well-being.

- **Work-life balance**

Advice about the development of policies and practices which support and enhance employees' ability to balance work and external commitments, to the benefit of both organisation and individual.

- **Maestro Programme**

A unique experience that explores the magical relationship between conductor, musicians and audience to achieve inspiring new insights into common organisational issues.



*“We chose ICAS  
for their pragmatic,  
business orientated  
approach.”*

**Ford Motor Company**

# Training Services

Focusing completely on the needs of individual client organisations, the training courses from ICAS range from half day seminars to three day residential programmes. Highly trained and experienced consultants offer expert tuition, support and guidance in such areas as:

- Stress management
- Managing change
- Counselling skills in the workplace
- Handling difficult people issues
- Dealing with hostility at work
- Teambuilding for managers
- Drug and alcohol awareness
- Managing diversity
- Bullying and harassment
- Career review and development
- Mediation training\*
- Traumatic incident defusing and debriefing
- The Maestro Programme



## Tailored to your individual specification

ICAS prefers not to provide standard “off-the-shelf” courses. All training is tailored to the specific objectives and corporate culture of the client organisation.

Each training programme is project managed by an ICAS professional who focuses on the needs of the organisation, customising programmes and measuring results.

*“ICAS became part of our team in designing the training - they were integral to how it was shaped.”*

**Exxon Mobil**



## Committed to quality results

Each project is heavily results-driven and is always evaluated against the objectives set by the client organisation. Feedback is obtained from participants via the ICAS-designed evaluation process which quickly and easily determines the benefits obtained by the individual and the organisation.

All ICAS trainers undergo a rigorous selection process to assess their knowledge and competence before they are admitted to the ICAS network. They are regularly monitored to ensure a consistently high level of performance.

# Consultancy and Training

The consultancy and training services provided by ICAS fall into three broad areas:

*"ICAS made sure they got to know how our business operates. They really do tailor the training to the organisation."*  
Campbell Grocery Products Limited

## Behavioural Risk Management

*Focusing on areas where employees' actions may present a substantial risk to the operation of the organisation.*

- Stress in the workplace
- Diversity, equal opportunity, human dignity
- Harassment and bullying
- Substance abuse
- Workplace conflict and hostility
- Mediation service\*
- Defusing traumatic incidents
- ICAS International Connections™
- Critical Incident Processing and Recovery®

## Performance Management

*Helping organisations to maintain and enhance employee performance during change.*

- Managing change
- Coaching and counselling skills
- Handling difficult 'people issues'
- Mediation skills\*
- The Maestro Programme

## Personal Development

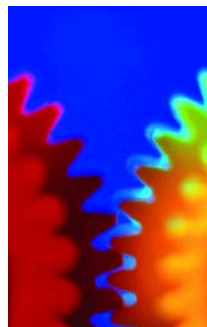
*Assisting in the improvement of an individual's personal skills.*

- Executive coaching and mentoring
- Career counselling and review workshops
- Dealing with change, pressure and stress
- Assertiveness skills

*"ICAS' flexible and professional approach helped to ensure the delivery of our objectives."*

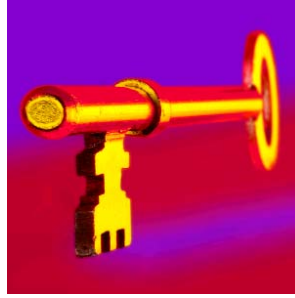
ICI Paints UK Operations

*Solutions for the human dimension of business*



\*Mediation services are provided through Conflict Management Plus under the banner of Mediation Direct.

working better together



## About ICAS

ICAS is an international provider of Behavioural Risk Management Consultancy Services, operating worldwide through our own network of overseas offices and strategic partnerships.

## Standards

We are members of the British Association for Counselling and Psychotherapy (BACP) and the internationally recognised Employee Assistance Professionals Association (EAPA). Our standards of professional practice comply with all their codes of practice and guidelines and are recognised worldwide.

ICAS is a Registered Sponsoring Organisation of the United Kingdom Register of Counsellors (UKRC) and we work to, and use, the Business Excellence Model based on the European Foundation Quality Management model. We are members of the British Quality Foundation.

ICAS is an Investors in People company.

## Services

Consultancy and Training are just a part of the ICAS portfolio of corporate support services. Other services include Employee Assistance Programmes, **FIRSTcall**<sup>®</sup> response, policy development and behavioural crisis management including critical incident debriefing.

## Working with you

We are expert in tailoring programmes to blend and harmonise with your business focus. ICAS works closely with leading organisations, across all business sectors, to complement employee support needs, and to manage the costs and risk of the human dimension of business. Our reputation for delivering quality services is best illustrated by the loyalty of our customers.

