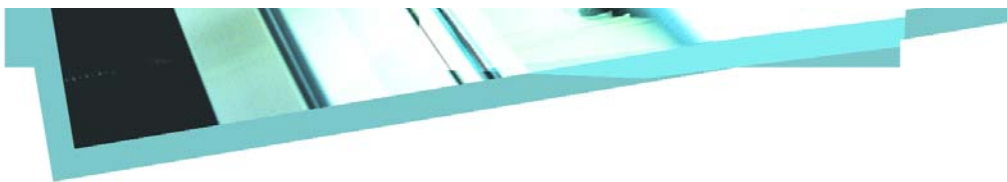




developing people



*"We have a successful working partnership with ICAS in fourteen countries across Europe. There are many linguistic, cultural and business challenges intensified by the sensitive issue of mental health, yet together we have developed an integrated and practical service that is valued by employees and leaders alike."*

DuPont Europe

Whether learning how to work more effectively in a team, or understanding how to manage or diffuse conflict, ICAS can help people develop behaviours that will improve their ability both at work and in life generally.

Our people development programmes focus on key personal and behavioural issues to enhance the productivity and performance of employees.

From highly specialised and individual interventions for key managers and executives to group based programmes for staff, ICAS consultants and trainers are committed to helping organisations protect their investment in people.





## Coaching and Mentoring

ICAS provides individually tailored programmes that help senior managers identify key needs and goals. Clients are matched with a coach of similar experience and the relevant professional skills to work through issues, seek solutions and return to peak performance. ICAS' personal coaching service can provide a framework for helping senior managers develop their leadership skills, using a selection of psychometric tools if appropriate.

## Management Training

Bespoke programmes address issues such as team development, team conflict, managing change or dealing with absence. ICAS helps managers develop their people skills and enhance their confidence and ability to manage others effectively. Our consultative approach helps us to provide proven, often unconventional, solutions tailored to resolve your organisation's specific concerns.

## Employee Training

Frequently your employees are faced with situations they are unable to deal with effectively. ICAS can provide the skills, knowledge and psychological framework to change behaviour and enhance your employees' ability to deal constructively with workplace changes and challenges.

- **Teamworking** - Learning to work better within a team. The behavioural skills of employees are developed to allow them to perform more effectively as part of a working group.
- **Dealing with Change** - For many people, changes in the workplace are unwelcome. ICAS works with employees to help them manage personal change effectively and turn problems into opportunities.
- **Dignity and Diversity** - By enhancing people skills in a variety of areas employees can communicate more effectively, learn how to manage the increasing pressures of work and deal with organisational change. As a result employees think more about their behaviour in the workplace, are less likely to be insensitive to others and are more likely to be willing and able to tackle inappropriate behaviour effectively.
- **Pre-Retirement Planning** - Retirement planning workshops help employees and their partners consider the financial and health aspects of retirement. Well-timed retirement planning encourages a more pro-active approach to retirement whilst maintaining their productivity at work.

## About ICAS

ICAS, established in 1987, is one of the world's leading providers of employee support and behavioural risk management services.

With expertise in all aspects of behavioural risk, ICAS provides companies and organisations with assistance and support on a broad range of issues that affect an employee's ability to perform at work.

World-class account management allows ICAS to provide specific data for companies to benchmark employee performance across multiple sites and countries, and to direct strategic interventions where necessary.

With operations in 17 countries spanning six continents, ICAS supports more than one million employees in over 500 companies worldwide, 24 hours a day 365 days a year.

## Talk to us

If you are looking to improve the productivity and performance of your organisation through an investment in people, ICAS, the leading Behavioural Risk Management company, can help.

[www.icasworld.com/developingpeople](http://www.icasworld.com/developingpeople)

or call 01908 285200

Supporting Employees | Managing Crises | Developing People | Managing Risk | Managing Absence | Managing Stress

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