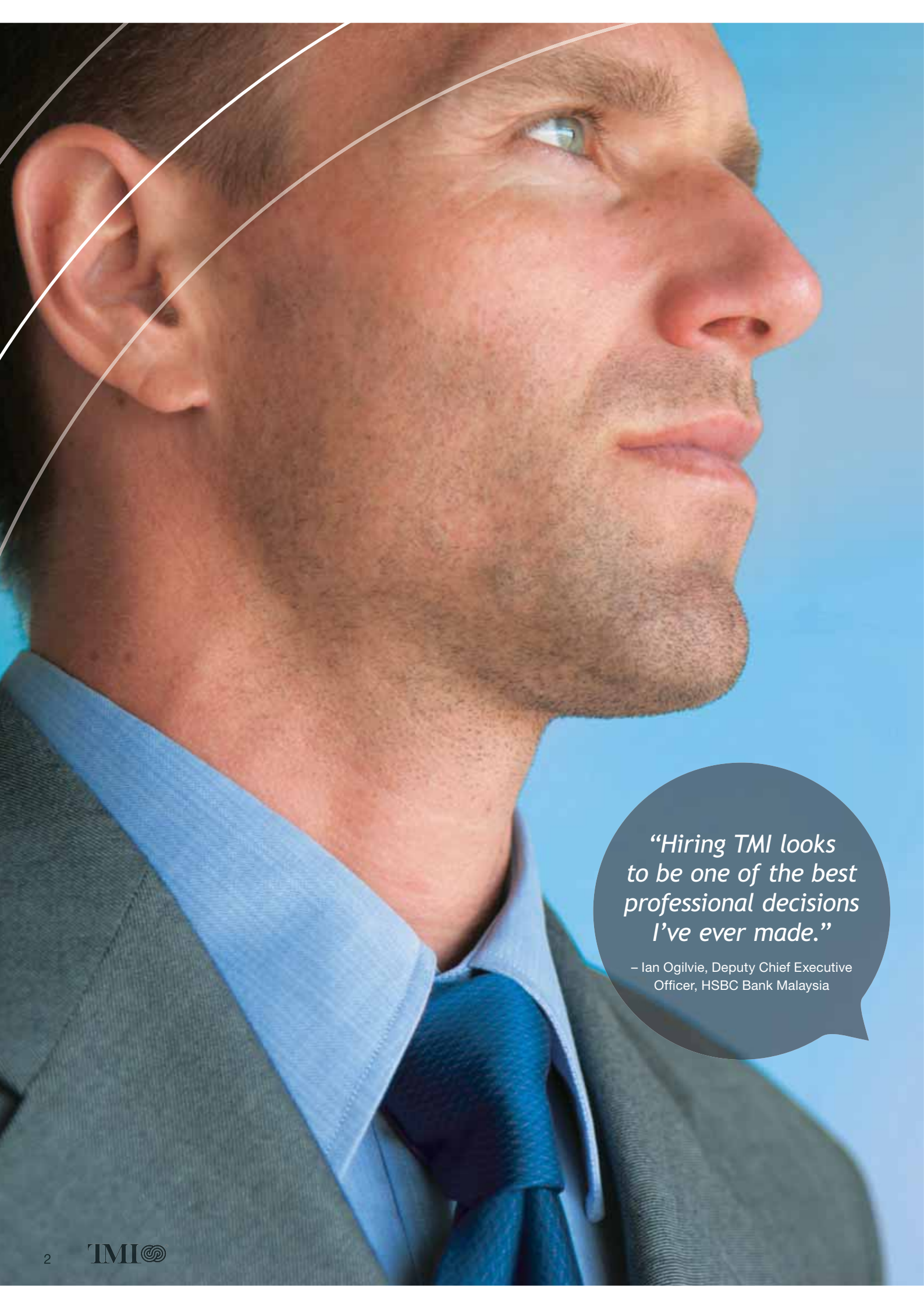


transformation inspiration



Transformation Managed with Inspiration



*“Hiring TMI looks
to be one of the best
professional decisions
I’ve ever made.”*

– Ian Ogilvie, Deputy Chief Executive
Officer, HSBC Bank Malaysia

Our premise

At TMI we believe that your ambition to transform your business and make it flourish can be achieved.

In fact, we **know how**.

We've helped our clients make it happen time and time again.

In organisations large and small,
in virtually every market sector,
at various stages of development,
in diverse cultural environments
– all over the Globe.

This is **what we do**. This is **where we excel**.



Transformation Managed with Inspiration

Releasing the potential

of your people to create
competitive advantage

*“TMI certainly
helped us to ensure
we achieved our
strategy.”*

*No doubt like any organisation
further change will be needed in
the future and I will certainly turn
to TMI for their guidance
and involvement.”*

Hindsight is a wonderful thing – but what if you were able to recognise and manage opportunities for development within your business, before they became a challenge!

Looking ahead to the future of your organisation, what do you see?

How well are your plans executed?

How well do your people understand what's required of them?

How well do they embrace it?

In your organisation, is 'change' interpreted as 'danger' or 'opportunity'?

Most organisations have a strategy.

Research shows, however, that nearly 80% of businesses fail to accomplish them. More often than not, what sets successful strategies apart from failures is not in the thinking. It's in the doing.

At TMI that's exactly what we're all about: helping you implement your business strategy – the way it is meant to be.

TMI is one of the world's largest and best-respected learning consultancies.

We can help you create momentum.

Momentum that translates to action.

Action that impacts the bottom line.



Our Key Focus Areas

Our primary focus is on identifying, influencing and shaping your organisation's key success factors associated with the areas of:

- **Branded Culture**
- **Service Essentials**
- **Performance Essentials**
- **Leadership Essentials**

that are uniquely complex, but infinitely rewarding.

ENGAGED PEOPLE **leadership** *essentials*

At TMI we can help you master challenges and leverage opportunities with unique expertise in our distinct 4 Key Focus Areas.

BUSINESS EXCELLENCE

branded
culture

EFFECTIVE WORKPLACE

performance
essentials

LOYAL CUSTOMERS

service
essentials

Branded Culture

Leveraging the power of your brand to mobilise the potential in people, create competitive advantage and transform the customer experience.

Branded Customer Service – build brand equity through on-brand service experiences, so that brand reinforcement occurs at every customer interaction.

Branded Organisational Culture – shape your organisational culture and instil new alignment and vitality around the powerful concept of values and the brand.

Employeehip – instil new vitality and purpose for enhanced organisational alignment and performance through empowering ‘bottom-up leadership’.



“TMI listened to the needs and concerns and were responsive and flexible in their approach.”

A brand is not just a logo or advertising slogan. Essentially, your brand is the external expression of your business strategy. Branded Culture links the dynamics of organisational culture with the psychology of brand – linking two powerful concepts in a unique and profound way.

Branded Culture is all about bringing a brand to life from the ‘inside out’. That is, creating a framework in which we engage and align everyone to the strategic positioning of the business, and help them to deliver ‘on-brand’ behaviours in their dealings with one-another, as well as your customers. Over the years we’ve worked with major international brand names, helping to shape their cultures.

What can we do for your brand?

SUCCESS STORY

GLOBAL TELECOMMUNICATIONS
COMPANY, UNITED KINGDOM



Entering a new market space globally

Our client is a global telecommunications service provider helping multi-site corporate customers master the complexity of business communications. The company launched a new solution-based, service-oriented ICT company, providing global outreach and a seamless international service.

Through the creation of this new business model, brand promise and product range, our client aimed to re-create itself and enter a new market space. The challenge for TMI was to help our client identify and embed a set of new service values and ‘on-brand’ behaviours across the world, to create a consistent branded customer experience, assist to unify the new organisation, and drive down costs.

What has been achieved:

- Increased customer satisfaction percentiles of more than 20% above the industry standard.
- Increase in overall revenue, which has resulted in this new venture contributing well over 60% of the Group’s revenue becoming the largest operational unit in the Group.
- The achievement of multiple customer service Telemark gold awards for their new IP services.

We’ve helped our clients achieve similar successes in a broad range of industries all over the globe. To find out more and explore what we can do for you, please contact your local TMI office.



Service Essentials

Instilling refined customer service practices and behaviours to retain and extend your customer base.

*“Thank you.
Your programme has
motivated me into
painting
a better future for myself.*

*I will definitely apply the
concepts and work on providing
excellent customer
service.”*

Customer Service Excellence – build a world-class customer service mindset – from the inside out.

Compelling Service Recovery – create a complaint-friendly culture to learn from customers, and recover customer loyalty when things go wrong.

LOYAL CUSTOMERS

service
essentials

As Peter Drucker once put it, “the purpose of a business is to create customers”.

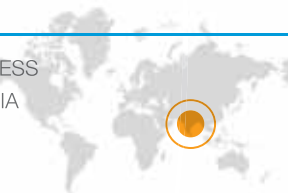
Recognising and delivering upon customer expectations is essential to building any successful business. To accomplish that, one must offer differentiated service valued by customers – external and internal – and fulfil the promise consistently.

TMI has unrivalled expertise and experience in Service Essentials to help you shape and implement strategies to keep and extend your customer base.

We have been achieving this with our clients for over 25 years around the world – and we can do it for you.

SUCCESS STORY

GLOBAL LEADER OF THE EXPRESS
AND LOGISTICS INDUSTRY, INDIA



Shaping a customer-centric culture

Our client, global market leader in international express and logistics services, is committed to delivering world-class service that is in full alignment with the company's brand values. The 'Shine' initiative aimed to create an internal environment that empowers, inspires and enables all customer-facing staff to deliver exceptional service to external customers.

TMI was asked to help shape a customer-centric culture in the organisation, and achieve increased employee engagement and customer satisfaction.

Using innovative approaches and establishing a core group of change champions, TMI worked closely with the company's management and staff on designing and implementing targeted interventions and reshaping processes.

What has been achieved:

- As a direct result of this initiative, employee engagement scores improved by over five percentage points.
- Our client won the award of the 'Most Customer Responsive Company in India' the following year.
- 'Shine' also won an award as one of the best HR initiatives within the Corporation globally.

We've helped our clients achieve similar successes in a broad range of industries all over the globe. To find out more and explore what we can do for you, please contact your local TMI office.




Performance Essentials

Enhancing personal and team effectiveness to help you meet the business challenges of today – and tomorrow.

Personal Effectiveness – establish the right systems, habits, and practices to manage information, improve communications and boost performance at a personal level.

Team Effectiveness – inspire teamwork, enhance collaboration, and acquire tools and techniques for peak performance within and across working teams.

Interpersonal Excellence – achieve personal development and build key competencies for effective interpersonal communication and co-operation.



EFFECTIVE WORKPLACE
performance
essentials

No matter how brilliant the strategy, any organisation's success ultimately depends on the actual implementation.

Optimum performance starts with a shared understanding of purpose and objectives, having the right systems, forming the right relationships, and practicing the right attitudes, skills and habits day in and day out.

Performance Essentials is all about creating an effective workplace, where the total becomes greater than the sum of its parts. We've helped over three million people in organisations around the world to achieve more with less.

What impact can we create on your bottom line?

"This has saved my life!"

- a manager who receives 800 emails per day

SUCCESS STORY

LEADING GLOBAL IT SOLUTIONS COMPANY, EMEA



Driving personal productivity

Our client is a worldwide leader in their field that TMI has been working with since 1990. TMI Ireland approached the company after the launching of Time Manager for MS Outlook™. Following a successful pilot programme the 'Driving Personal Productivity' initiative was gradually rolled out all over Europe, the Middle East and Africa.

The purpose of the initiative was to help knowledge workers improve their personal productivity. Our client sees this training as bringing a versatile and very powerful product to life, adding real value to busy knowledge workers. TMI bring a 'wow' factor as we link the power of the MS Outlook™ programme with the proven TMI Time Manager™ principles, providing a very relevant business solution. We help link the 'what' to the 'when' and by doing so we unlock the power of the system in a highly practical training session.

What has been achieved:

- Implementation in 14 countries in Europe, four in the Middle East, and eight in Africa. Over 1000 people attending over the last three years.
- We have also delivered this training to some of our client's key enterprise accounts, funded through a voucher system for their customers.
- Participants are both surprised and delighted with the power of the system and the ease of use after training. Better management of email and more productive use of time is ongoing after the programme.
- This training is now a central element of the client's portfolio of training offerings. We have been delivering programmes from Oslo to Dubai, from Johannesburg to Moscow.

We've helped our clients achieve similar successes in a broad range of industries all over the globe. To find out more and explore what we can do for you, please contact your local TMI office.



Leadership Essentials

Equipping today's leaders with the insights and capabilities to lead dynamic organisations to excel and succeed.

Leadership Assessment – define the leadership capability of your current and future leaders.

Leadership Development – develop the competencies of your leaders to successfully design and implement strategies at times of change.

ENGAGED PEOPLE
leadership
essentials



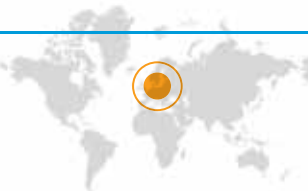
Leading people successfully poses very different challenges today than it did not so long ago. Managers today not only need to excel at mastering organisational complexity, but also need to be led successfully to create a positive environment for adaptive, engaged, and inspired performance.

Leadership Essentials is all about gaining the necessary insights and competencies to meet these challenges well equipped. What is your leadership challenge today?

“The process created a trusting environment and encouraged self-discovery and creativity. All participants had the opportunity to explore and identify new paths to their leadership approach.”

SUCCESS STORY

MAJOR INTERNATIONAL CAR
MANUFACTURER, GERMANY



Leadership development across Europe

Our client is one of the leading car manufacturers in the world, with over 250,000 employees worldwide and 26,000 in Germany. The company wanted to put a timely, contemporary and inspiring leadership development programme in place to create a clear and consistent leadership approach throughout Europe. Managers needed to prepare to play leadership roles in conducting a challenging business turnaround. The initiative involved Germany, United Kingdom, Belgium, Netherlands, Hungary, Portugal, Sweden, Italy, Spain and Greece.

What has been achieved:

- The ‘Leadership 1-2-3’ programme became the blueprint for leadership qualification for the entire mid-management across Europe. Over 3,000 managers were trained by TMI.
- Managers developed a shared understanding of the vision and values, and how to translate and apply these in their daily work.
- Managers successfully applied new ways to create and maintain positive motivation and performance in the face of a very difficult market situation.

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A powerful global network

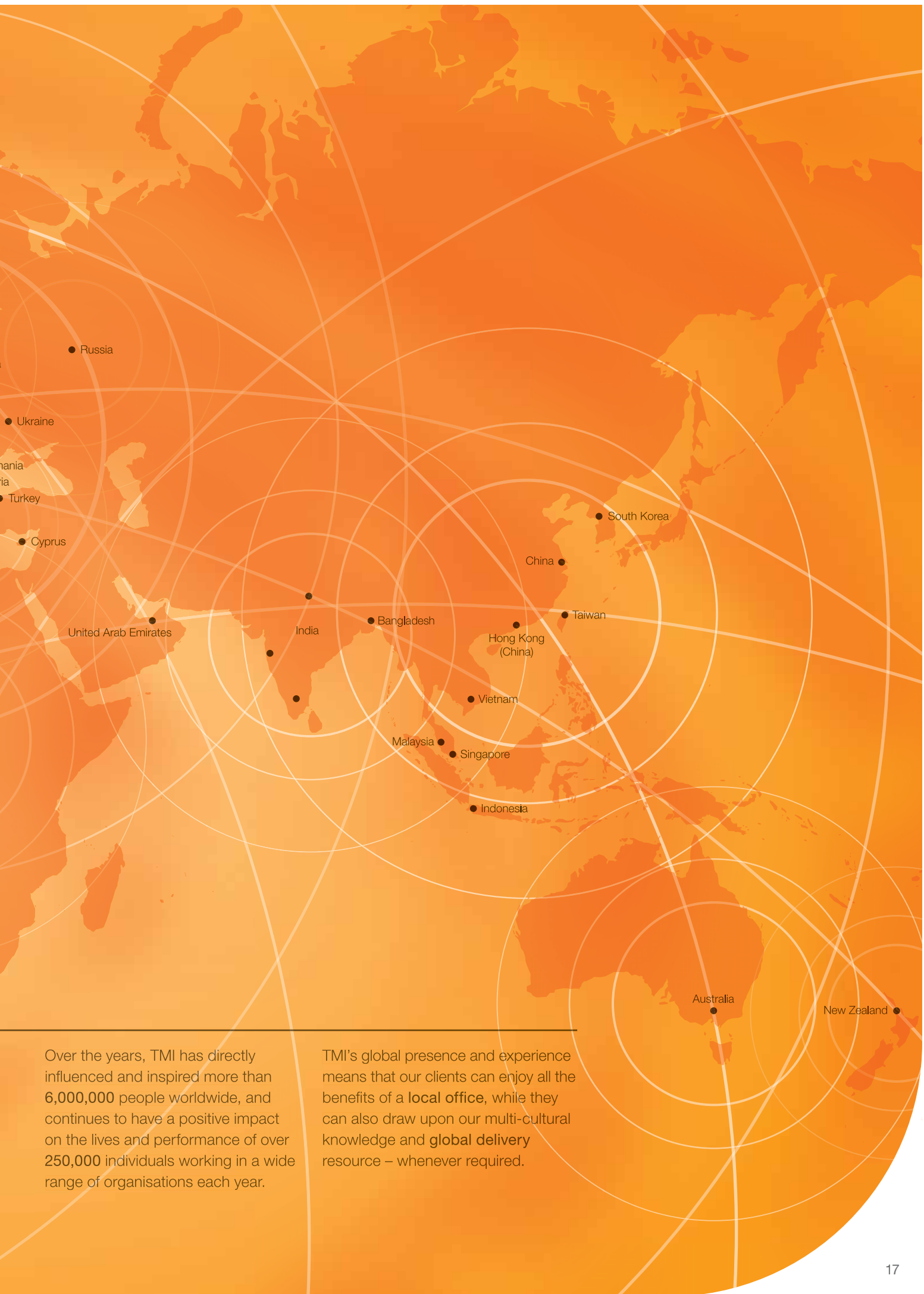
TMI recognises the importance of supporting the multi-national and multi-cultural nature of global enterprise through global representation and delivery.

Today, with resource centres in more than 40 countries across the world, TMI's global outreach, delivery and project management capability is hard to match.

Our aim is to deliver top quality services on a worldwide basis to clients, wherever their location.

Many of our clients operate across frontiers. Our delivery capability and supporting materials cover more than 22 languages.

TMI has over 400 consultants and trainers around the world.



Over the years, TMI has directly influenced and inspired more than **6,000,000** people worldwide, and continues to have a positive impact on the lives and performance of over **250,000** individuals working in a wide range of organisations each year.

TMI's global presence and experience means that our clients can enjoy all the benefits of a **local office**, while they can also draw upon our multi-cultural knowledge and **global delivery** resource – whenever required.

A truly international team





As a core part of our culture ever since 1975, TMI consultants from all over the world get together every year for the **TMI World Congress**. This hallmark event is one of our major platforms to **leverage our diversity** and capitalise on developments throughout our **international Network**. We share new insights, expertise and know-how, and develop our core skills and competence to provide best-in-class service to our clients.

Country delegates of the annual TMI World Congress

Our people

TMI Consultants have the **competence** to design and implement innovative and customised TMI development processes. Our people are **passionate** about making a difference.



passionate

"TMI people love what they do, and this genuine passion shines through."



"Our interventions have changed lives for the better - transforming not only organisations, but people."



transformational



thought provoking



"We challenge everyday thinking by encouraging reflection and discussion."





"Our programmes are memorable for all the right reasons!"



inspirational



fun



"Life is too short not to have fun - and at TMI we're big on fun!"



"Working together in an inclusive partnership to achieve your objectives."



inclusive



"Talent within the TMI network abounds - we have a variety of exceptional people who can help."



competent



Our approach: the 5Is

Together with the management and staff of your organisation, TMI **explores** the challenges and opportunities ahead and **develops** customised, **innovative** solutions characterised by creative and **flexible** design, **sophisticated** project management and a **unique** philosophy and **style** of delivery.

This is reflected in our **proven** approach, which we call the '**5Is**'.

Integration

Maintaining focus
Driving performance





Inspiration

- Realising opportunity
- Releasing potential

Investigation

- Understanding purpose
- Exploring aspirations



Identification

- Identifying strengths
- Mapping out the steps

Implementation

- Shaping attitudes
- Building capability

Our uniqueness

At TMI we are like no other. Our focus on engaging and inspiring individuals around a common purpose to give their best selves is unique.

So is our ability to implement and integrate the solution throughout your organisation to make it work and make it last.

Combining short-term results with long-term value.



TMI has the **unique skill** to communicate and **deploy high-level concepts** through inspiring and easily comprehensible messages to **people at all levels** of an organisation.

communicate

TMI has the unique competence to utilise **inspiration as a catalyst** to overcome resistance to change, facilitate the transformation process, and **shape the organisational culture**.

inspire

TMI has the **unique ability** to instil a new **vitality and purpose** at every level of an organisation and to **mobilise everyone's energy** towards the achievement of the organisational goals.

achieve

Our way – the TMI Way

At TMI, our long history and **global network** provide us with a unique wealth of knowledge, **experience** and **expertise** across different **organisational challenges**, **organisational sizes**, **industries**, **countries** and **cultures**.

Our unique 'TMI Way' has been developed and refined for over 30 years.



We work with our clients
in a way that is...

actionable **relevant**
inspiring *heartfelt* **making a**
compelling *captivating* **difference**
mobilising **storytelling** *positive*
energising *differentiating*
aspirational **strategic**
impactful *connecting*
engaging *revitalising* *meaningful*
memorable

... the TMI Way

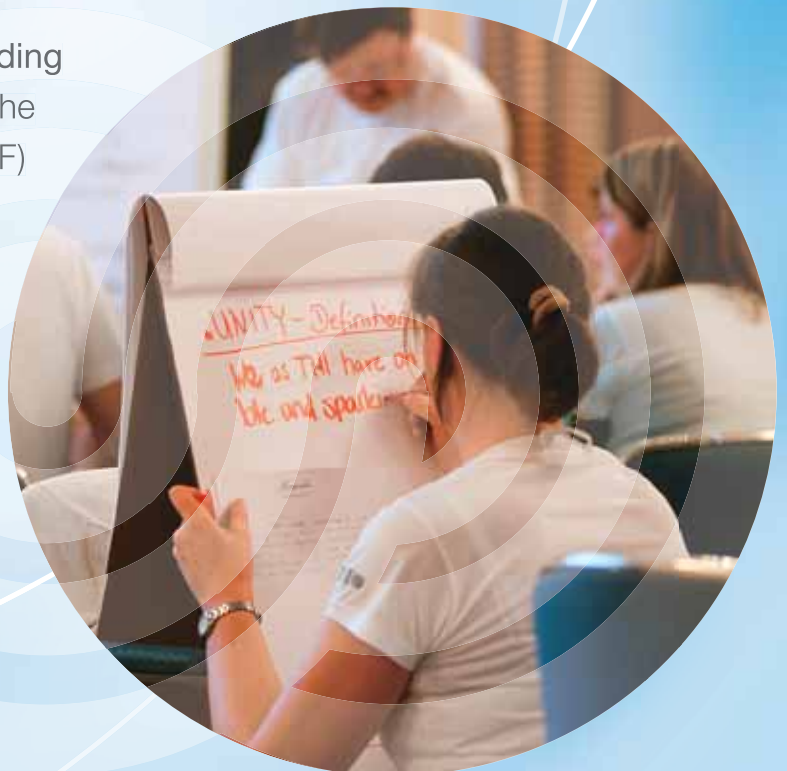
A history of success

TMI, ever since its foundation in 1975 in Denmark, has gained respect and recognition in the international business arena.

...IN 2003 TMI was named B2B Superbrand as one of the strongest brands in its home, Denmark.

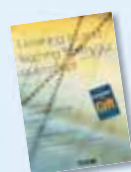
...IN 1990 the UK's Department of Trade and Industry recognised Claus Møller, founder of TMI, as one of the nine 'Quality Gurus' in the world – and the only European on the list.

...IN 1988 TMI was rated 'Europe's leading company in training and education' by the European Services Industries Forum (ESIF) in a report to the EC Commission.



TMI has an impressive track record of **breaking new ground**.

Over the years, we have **pioneered a number of concepts** that have gained wide **international recognition** as major contributions to organisational knowledge and business practice.



2008 TMI introduced the **'Mapping Your Service Recovery'** concept – that offers an integrated framework and consulting process to establish systems and practices that help you learn from customers and recover their loyalty when things go wrong.



2003 TMI presented the **'Emotionally Intelligent Leadership'** concept – a unique programme for executives with the aim of assisting them in developing and realising their own potential as leaders.



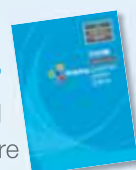
1993 **'A Complaint Is A Gift'** concept was introduced by TMI, which established an innovative approach in shaping a complaint-friendly organisational culture, and offered practical solutions for effective complaint handling. The book written on the subject was published in over a dozen languages and quickly became a business bestseller. Its fully revised edition was released in 2008.



1988 **'The Human Side of Quality'** concept was developed for which TMI has received international recognition as one of the best contributions to quality development in the world.



1975 TMI introduced the **'Time Manager'** concept – a unique philosophy which was the first of its kind worldwide. It established a whole new body of knowledge on how to enhance personal effectiveness and organisational efficiency.



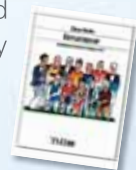
2008 also saw the introduction of the **'Shaping a Customer Centric Culture'** consulting process – a new and powerful approach to shaping organisational culture in service organisations.



2005 TMI embraced the **'Branded Customer Service'** concept developed by the Branded Customer Service Corporation. BCS provides a pathway to genuinely transform the customer experience to reinforce the brand at every customer interaction.



1999 TMI launched the **'Heart Work'** concept that made TMI a major player in the corporate application of Emotional Intelligence (EQ).



1992 TMI introduced the **'EmployeeShip'** concept – a management philosophy and consulting tool on how to shape a healthy and vibrant organisational culture that is characterised by mutual responsibility, loyalty, initiative and trust.



1982 Another cornerstone of TMI's success was laid down – the **'Putting People First'** concept. An exceptional service management approach about achieving excellent service quality.

Our clients

We pride ourselves on working with a large number of clients around the globe including, but not limited to, leading international organisations such as...

Accenture	A.C.Nielsen	Airbus	Airtel	American Express		
ANZ Bank	ARAMARK	Astra Zeneca	AT&T	AVON	Banco Santander	
Barclays Bank	BASF	BAT	BDF	Beymen	Blue Dart	
BMI	BMW	BPL Mobile	Bristol-Myers Squibb	British Airways		
BT Global	Butterfield Bank	Caribbean Airlines	Coca-Cola	Cornmarket		
Daimler	Deloitte	Deutsche Telekom	DHL	DIESEL	DuPont	
EMC ²	Ericsson	Fiat	General Motors/Opel	GSK (GlaxoSmithKline)		
Godrej	Heineken	Hewlett Packard	HSBC	IBM	ICI Group	
Ideal Standard	Isle of Capri Casinos	Johnson & Johnson	JP Morgan			
Jumer's Casino	Kaiser Permanente	Kimberley-Clark	KPMG			
Kraft Foods	KYOBO Life Insurance	Life Group	Lloyd's TSB	L'Oreal		
Mandarin Oriental Hotel	Marks & Spencer	Master Foods	Megafon			
Meteor	Metro	Metro de Madrid	Microsoft	Novartis	O2	
Orange	Pfizer	Philip Morris	Plastic Omnium	Probusiness Bank		
RBS	Reuters	Roche	Santander Totta	SAS	Serco	Sharp
Shell	Spice Telecom	Superquinn	TATA Teleservices	ThyssenKrupp		
Toyota	Turkish Airlines	Unilever	Virgin Atlantic	Vodafone		

What are clients saying about us?

"TMI is the best external training company we've worked with."

"It was an excellent programme that I have attended. I have attended many training programmes, but this one has to be by far the best."

"We attribute much of the work TMI has done with our recent success in winning of a number of industry awards."

"I think it's the best programme I have ever been on in my life."

"Best training I've ever been on in 20 years – no boring, break out groups working on presentations then spending hours listening to the same topic being presented. Excellent facilitator."

"TMI are great to work with, they are flexible, they're field specialists so that we get the right expertise for each task."

It was the TMI expertise in change management and engagement that has been a major contribution to the success of our programme."

"Most professional course I have attended during my time with the company."

The trainers were excellent and presented themselves perfectly whilst keeping everyone's attention at all times. Excellent - positive, positive, positive impact."

"Journeying with TMI has been, and still is, a wonderful experience for us..."

"It has been a tremendously good experience for me to have attended this session.

This is definitely going to help me to add value to my personal and professional life."

"We found the overall quality of the programme to be excellent."

The trainers engaged by TMI do their job with a high degree of finesse and simplicity."

"Since working with TMI on our complaints management strategy, we have seen a direct return on our investment and a significant change in terms of the behaviour of frontline staff."



Transformation Managed with Inspiration

The journey to success
can be challenging.

But success is more meaningful
and the sense of accomplishment
greater when we persevere and
overcome obstacles.

Are you motivated and inspired
to take up the challenge and
become equipped to achieve
your full potential?



Transformation Managed with Inspiration

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