



PSYCHOLOGICAL SKILLS for PROFESSIONAL SERVICES Ltd

A Client Impact Story: Partner - Big Four Consultancy Practice

PSfPS have worked with this 'Big Four' consulting firm since 2012, delivering Core Consulting Skills programmes for Senior Partners through to junior levels. PSfPS have also provided ongoing coaching and mentoring to the leadership team. Here's the full story from the client's perspective...

"On the client's position before PSfPS relationship..."

"Our strategy consulting division was set up around 2005. While we knew a lot about the industry, we didn't really have the right methodology and some of our products and services were quite inefficient.

We wanted to offer consultancy services more akin to the large existing global consultancy practices and we were particularly keen to start thinking in a more hypothesis-based manner.

On how the client originally chose PSfPS...

One of our alumni had recently moved to an existing PSfPS client and so had attended another programme run by PSfPS. This former employee recommended that we should speak to PSfPS as he thought the services they could offer might be interesting to us, as he knew our current circumstance and the PSfPS programmes he had attended had impressed him.

We followed his advice and in 2012, PSfPS delivered their first programme to our Junior Consultants on 'Analytical Problem Solving'.

This programme was a success so further programmes were rolled out to more Senior Managers.

However, in order to fully embed change in our group we needed further alignment from our group of partners.

So we organized a meeting between the Managing Director of PSfPS (William Johnson) and a Senior Partner. We were sufficiently impressed following this meeting that we asked William if he would work with our Senior Partner group directly.

I believe it was at this point that the relationship with PSfPS was upgraded from simply a 'course provider' to the role of coach, consultant and friend.

We have used PSfPS every year since to provide advice regarding our strategy and our brand.

On why this client still works with PSfPS...

William [PSfPS Managing Director] is very good at challenging our Partners. PSfPS make us think differently and they provide very, very good advice.

We employ very demanding people and yet we continue to use PSfPS regularly.

They are always helpful. We definitely see them more as 'mentors' who do not just provide 'a training course'.

I think it is this flexibility and client focus that shows that PSfPS really do practice what they preach.

On the measurable impact of working with PSfPS...

From a P&L point of view, we definitely see PSfPS as a long-term investment and not as a short-term cost.

We see PSfPS as crucial to building our team and shaping our culture for the long term.

I believe that PSfPS could be the best-kept secret in Professional Services. They are like a 'Trojan Horse' in that they have come into our organisation and had a profound impact on the way we think.

PSfPS make us challenge ourselves and they encourage us to challenge the status quo.

They have taught us the art of asking questions and they make us think.

As a firm we need to continue to develop our talent and our methodologies. We need to continue to work efficiently and with a long-term perspective.

I believe that PSfPS are the perfect partner to help us achieve these long-term objectives.

Based on our experience, I would have no hesitation in recommending PSfPS to other professional services firms."

Real Impact

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