

“Future proofing
your business.
One company,
one focus”

The Headline Results

By applying our three-step process and working in close partnership with the Managing Director and senior management team, gap personnel experienced some impressive results, including a clear succession plan and a 50% increase in sales turnover.



Increase in
sales turnover



Increase
in productivity

The Challenge

Growth is key to the survival of any business. Businesses that do not grow will stagnate and eventually die. In the current era of rapid change, adjusting and responding to periods of growth must be equally rapid or the opportunity will be lost as competitors respond and secure market share.

“The good companies respond to change and growth and learn how to scale up and identify and successfully grow the key areas within their business”.

gap personnel as a company had been experiencing a period of significant and rapid business growth. They knew they had to act fast to maximise the opportunity and ensure they were fit for the future. Part of this process was to develop and provide mentorship to the senior team so that as individuals and as a collective team they could deliver what was needed. In order to do this they knew they needed external expertise - that's where we came in.

The Situation

gap personnel, a leading operator in the recruitment sector had been experiencing a period of significant and rapid business growth.

In order to ensure this growth continued and remained sustainable, they knew they had to address some immediate issues within the business including:

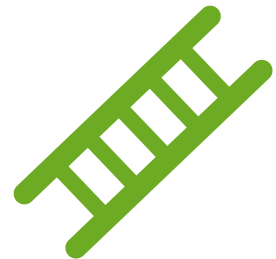
- The senior team were working often in isolation
- High staff turnover
- Wrong people in the wrong positions
- Little depth to their middle management team
- Lacking discipline in their operational execution
- The company was operating in a very regionalised manner and not united as one in terms of their strategy and focus

35%

Increase in staff retention



10 middle and senior management promotions



Clear succession plans in place at both senior and middle management levels



Culture of ownership and accountability



2016/17 was gap personnel's most profitable year in it's history

The Plan

Patrick's initial brief involved working with the Managing Director Mark Roberts, and the leadership team to devise a robust three-year strategic plan that would deliver future growth by focusing on three key areas:

- 1 > Leadership
- 2 > Operational Management
- 3 > Talent Development

Patrick ensured that gap personnel placed a strong focus on their long-term sustainability and gave the right areas of the business the level of attention needed to ensure continuing growth and success.

One of the most challenging areas of managing fast growth can be retaining, securing and integrating the right people and ensuring that costs do not spiral and cash does not run out.

You can avoid these sinkholes by securing the right support to recruit the right people and maintaining detailed financial planning. Patrick provided support in both of these areas by applying his keen strategic and tactical awareness of the recruitment industry and a practical, hands on approach.

The Results

By focusing on the three strategic planning areas, gap personnel experienced its most profitable year in its history in 2016/17. In working partnership with Patrick, they developed a clear business strategy, a 50% increase in sales turnover and implemented a robust succession plan. Not only that they delivered:

- 10 middle and senior management promotions
- Clear succession plans in place at both senior and middle management levels
- 50% increase in sales turnover
- 26% increase in productivity
- 35% increase in staff retention
- A culture of ownership and accountability

The Client Feedback

“Patrick started working with me and the senior management team three years ago at a time when the business was experiencing rapid growth. We needed to build a strategic plan to support our growth, illustrating what we needed to focus on to get there, rather than solely focusing on the financial targets. We also needed to further develop our senior management team to create succession, and underpin medium to long-term growth targets.

Patrick approached this project with the necessary experience that our business required and took the time to get to know our business and people, which was incredibly important. In addition to working with us to develop the strategic business plan, Patrick was also pivotal in the implementation and review process. The progress we made during this time contributed to the personal development of the senior management team, in addition to the mentoring and coaching Patrick provided.

3 years into the relationship, Patrick has continued to support our business and is now working with the second generation of senior leaders identified through our succession planning strategy”.

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Mark Roberts - Managing Director
gap personnel



LEADTALENT



To discuss how Patrick and the team at Lead Talent can help you realise your business potential please call or email Patrick for a confidential chat about your circumstances.

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