

The main title of the document, 'Consulting Excellence Declaration 2023', displayed in large white font over a background image of two business professionals in conversation.

Consulting Excellence Declaration 2023

Company overview

At Huthwaite International, we understand that our clients want high performing sales and negotiation teams. We recognise their need for behavioural improvement that is not only effective, but sustainable in the long term. What sets us apart is that we are among the select few companies worldwide that can successfully deliver on all three objectives.

At the core of our training programmes, there's an extensive foundation of research and analysis, guided by the latest scientific principles. This ensures we possess the knowledge and insights necessary to bring about and maintain behavioural change, and our flexible approach enables us to tailor our solutions to suit the unique requirements of each client's environment.

These crucial components, combined with the expertise of our dedicated team, synergistically contribute to helping our clients achieve their desired outcomes.

It is a model we call **Change Behaviour. Change Results.™**

“Our long association with the MCA has helped us, as a business, to keep in touch with new insights emanating from a wide range of consulting firms, and to establish common cause with organisations who are committed to the highest professional standards.

We like to think we, especially through our involvement in the SME group and the young MCA, have played a part in helping our fellow members address issues in their sales strategies and in their approach to the procurement side of their client companies.”

David Freedman, Director of Sales, Huthwaite International



Huthwaite values

We have six values that express who we are, how we aim to behave and what we aim to be as an organisation. They are an expression of our identity and a source of reassurance for our clients.

Huthwaite[®]
International

Excellence

We strive for excellence in everything we do, as individuals, as teams, as a company. No one can impose standards on us higher than those we impose on ourselves.

Our quest for continuous improvement is relentless.

Focused

We are not generalists. We don't aspire to be all things to all people. Sales, negotiation and communication skill development is what we do, and we do it to the highest standards in the world.

Customer first

Doing the right thing for our clients matters deeply. We listen, we consult, we respond. We work hard to be a team they trust, with whom they feel safe and enjoy working.

The fact that many of our clients stay with us for years, if not decades, is testament to this.

Huthwaite values

Authenticity

We do what we say, we deliver what we promise. We are open and honest in our dealings with our clients, our stakeholders and with each other.

We would rather politely decline business than promise something we knew we couldn't deliver.

One team

We are a multidisciplinary team of researchers, learning specialists, project managers, trainers, instructional designers, communicators, administrators.

Our skills combine on a daily basis to make a difference for our clients. We respect each other and work as a team. We place the good of our company before personal success.

Expertise

We value expertise, whoever and wherever it comes from. We challenge our own understanding continuously. We study commercial contexts, markets, trends, new and emerging thinking in every industry.

It is integral to our ability to help clients achieve a measurable difference in performance.

The nine consulting excellence principles

Ethical behaviour:

1. We are responsible and good citizens
2. We conduct our business ethically
3. We foster an ethical culture

In line with our own values, we have a strong desire to behave with a firm ethical and moral code.

We survey our clients regularly to gain their feedback to ensure we are continuing to perform to the highest standard. All surveys completed show us as a “trusted advisor”, which is testament to our people and our business ethics.

Our employees are treated with dignity and respect, and we’re committed to providing a safe working environment, as well as ensuring the health, safety and well-being of all employees.

We maximise efficiency by monitoring our building management system, minimising waste and recycling where possible. We also have an ethical trading and purchasing policy, which means we give preference to products that have minimal impact on the environment.

We support several charities, including SkillForce, the Duke of Edinburgh Award Scheme and The Children’s Hospital Charity.

Client service and value:

4. We provide excellent consulting services which deliver the outcomes clients seek and need
5. We are transparent with clients and respond to their concerns
6. We always strive to improve the value we can deliver to our clients

When clients invest in a skills improvement project, they want to see two things — permanent behaviour change and a measurable ROI.

In 2015, we published a study that highlights how a performance improvement programme that's properly implemented with the right coaching significantly changes the outcomes for clients.

Every client is allocated a dedicated support team, consisting of an account manager, engagement consultant and client service co-ordinator. This hands-on team work hard to ensure that the needs of the client are met at every stage of the project.

We work for dozens of clients each year, all over the world. Many, such as SAP and Ericsson, have been with us consistently for the best part of a decade — their constant reliance on our performance improvement solutions making a difference to thousands of people on their sales front lines.

We exceed our clients' expectations. In polling more than 10,000 participants annually, our evaluation score average never drops below 6.2 out of 7.

Professional Development:

7. We undertake training and professional development planning each year
8. We promote strong core consulting capabilities and specialisms in our consultants and teams
9. We support our employees' career progression, professional development and welfare

We have an in-depth induction process for new starters that includes 1:1 meetings with heads of each area of the business to ensure a thorough immersion into the Huthwaite team in the early weeks.

All new employees are encouraged to attend our own training courses as part of their induction.

Employees complete a performance review with their manager at six-month intervals, where any training needs can be established within or as an extension of their current role. The company actively encourages continuous professional development and supports individual requests where possible. We also encourage the attendance of external business and industry events.

Accreditation of the Huthwaite training consultancy team for the delivery of our products to clients is a rigorous and continuous improvement process. Internal workshop sessions are delivered throughout the year. This year we have added monthly informal lunch sessions where everyone who is in the HQ building on that day drops in for an informal mixer to discuss with all parts of the company what they're doing and how we might help one another.

Contact us:



www.huthwaiteinternational.com
Tel: +44 (0)1709 710081



Follow Huthwaite on Twitter:
[@Huthwaite_Intl](https://twitter.com/Huthwaite_Intl)



Follow Huthwaite on LinkedIn:
Huthwaite International