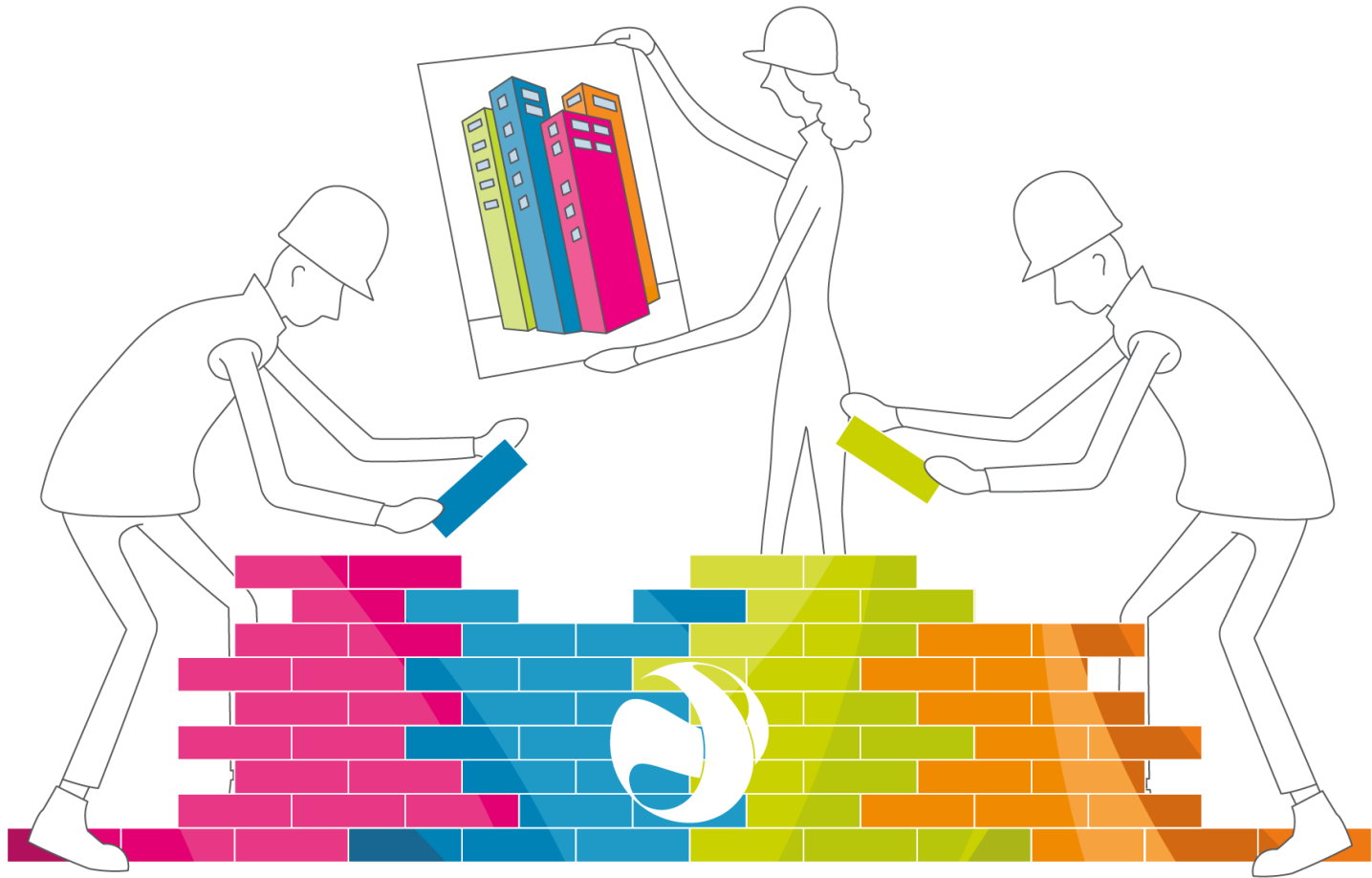


# Welcome

Sue Farley

Head of UK Partner and  
Delivery

# We are building the Insights of the future

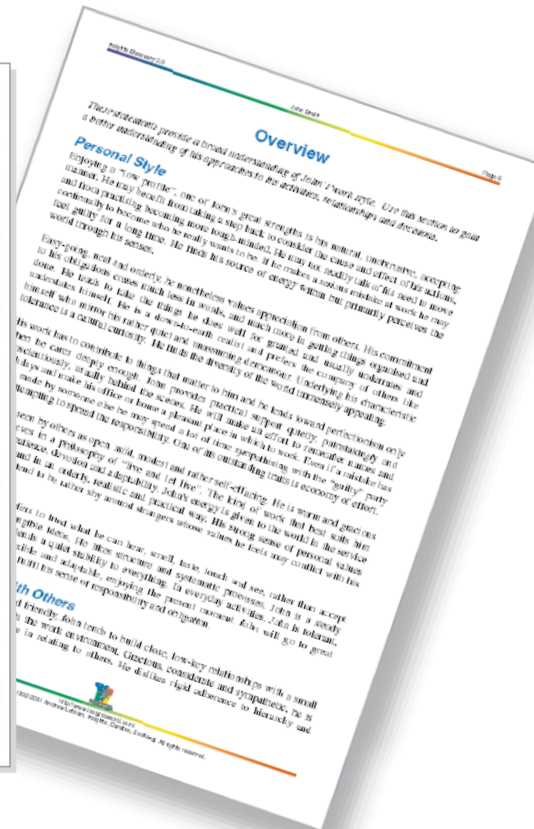


# Our past



John Smith  
13 Sep 2005  
Personal Profile

Insights® Learning & Development Ltd  
www.insights.com



John Smith  
30/01/2008

## Personal Profile

Foundation Chapter  
Management Chapter  
Effective Selling Chapter  
Personal Achievement Chapter  
Interview Chapter



# Change is constant



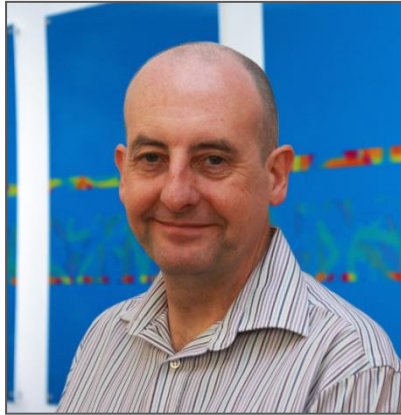
# Facilitation



# Partner and Delivery support



# Client Practitioner support





# Partner Account Managers





Over 100  
new people



## Insights Proposition

### Purpose

To create a world where people truly understand themselves and others, and are inspired to make a positive difference in everything they do.

### Promise

*Insights for your people, breakthroughs for your business*

### Point of View



Understanding  
Focus on content



Application  
Facilitating Conversations



Breakthroughs  
Delivering Performance

ENABLED BY TECHNOLOGY

Our 6 Areas of Expertise

Teamwork  
Leadership  
Change  
Culture and Engagement  
Sales and Service



Insights Asia  
14-10 St Regis Residence  
33 Tanglin Road  
Singapore  
247913



The Big Insights  
Challenge 2017



2016  
**BEST**  
AWARD  
WINNER



Change is  
everywhere

# Agenda

Quality

Value

Education

Customer  
happiness

Technology

# Customer happiness

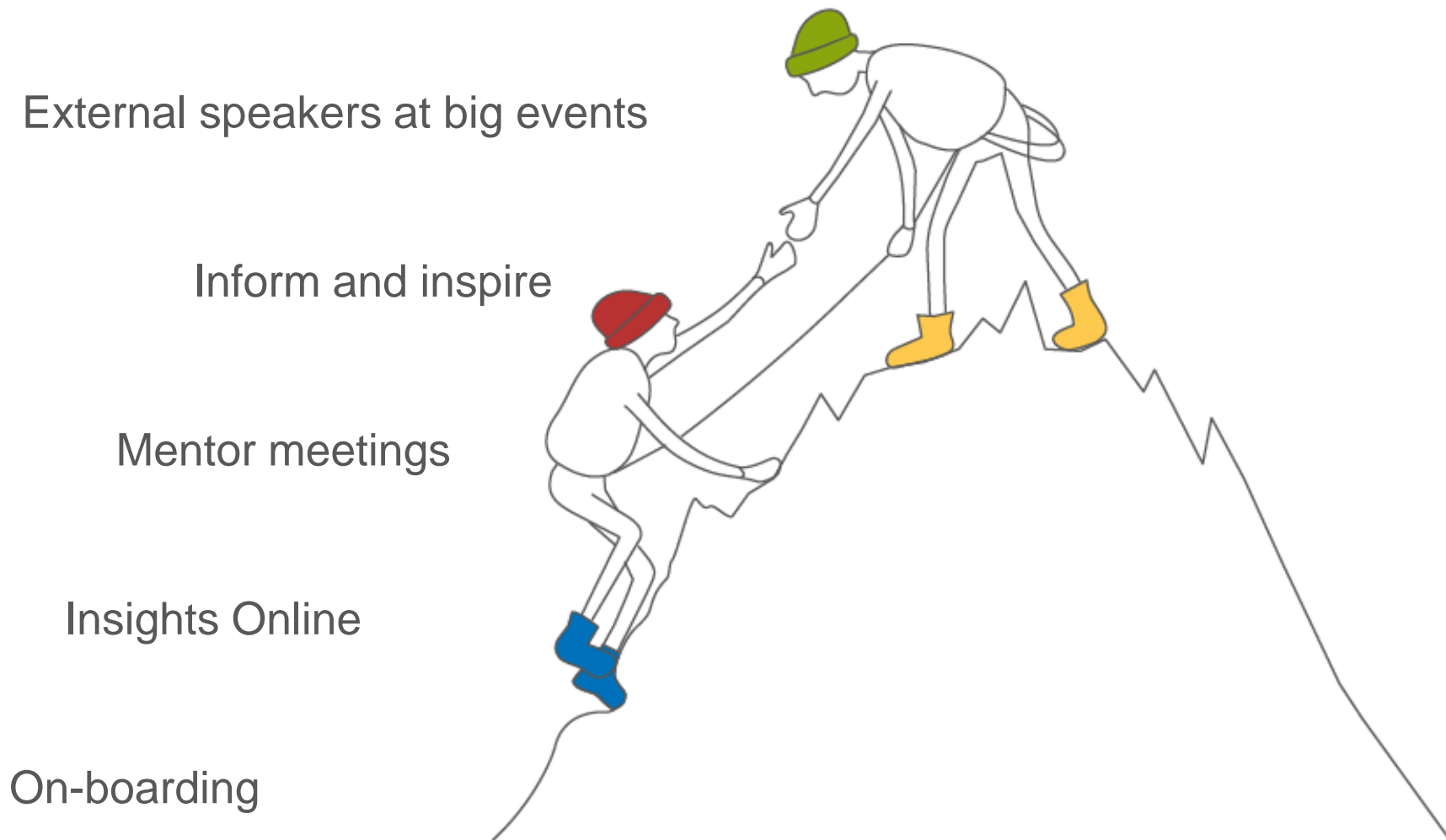
		Score Advocacy: -100 to +100 Effort: -100 to +100		
		Q4 14-15	Q4 15-16	Q4 16-17
<b>Advocacy</b> “How likely are you to recommend Insights to a friend or colleague?”		22	-3	<b>+58</b>
<b>Effort</b> “How much effort did you have to put into getting your latest query resolved?”		23	26	<b>+45</b>

- Huge improvement in Advocacy score over past 12 months
- Ease of doing business still a driver of concerns although scores increasing
- Account Management making a huge impact on clients’ perception of how well we understand their business

# Quality

- Recruitment was halted to define transparent and consistent criteria – now back on
- Licensed Practitioner Insights Discovery Accreditations
- Value – business in place to maximise opportunities
- Support for success
- Win-win for all





# Technology

Video testimonials



White papers



Articles



New website



Insights Online





# Value

Customer Happiness

Quality

Education

Technology

Value of Recruitment

Account managers

Invoices

Profile online

Resources

