



Discover a better way of working . . .

We can see real profit benefit.

In both our offices and factories quality and productivity are continually improving and waste is reducing. Paul Hollingworth has helped us increase our effectiveness and achieve a positive change in our culture.

There is no doubt about it – Fourth Generation Management works.

G Holden, CEO Landscape Products,
Marshalls Plc

This is not another management "fad". Paul Hollingworth has helped us to understand and apply the principles of Fourth Generation Management. This affects every decision we make. We have seen remarkable improvements in many areas across the whole organisation.

P Norrington, HR Director,
Raflatac Group



4GM Consulting's Fourth Generation Management workshops were a revelation in opening people's eyes and minds to a new and better way of working. Customer service began to take on a new meaning - we now have a better knowledge and understanding of what the 'voice of the customer' is really saying, and what is required to continually improve. Not just with customer service, but in all aspects of the business.

K Williams, Quality Manager,
BMB Ltd.

Changing the culture of an organisation like ours is no easy task, but we are delighted with all the work 4GM Consulting have done to support us. From running Open Space meetings and Team Building events to developing Key Performance Indicators, the quality of their work and materials is first rate. The training in Fourth Generation Management helped us to see The Institute in a new way and has had a positive impact on our operation.

R Cooper, Director of Fundraising,
The Institute of Cancer Research

After they have successfully applied 4GM principles, our clients often tell us that what we advocate is 'common sense management'.

But if it were common sense, wouldn't it be common practice?



Paul has worked with us for six years on a two week strategic management programme tailored to deliver objectives set by the client, Lloyds-TSB. Paul is totally reliable, always well prepared, and flexible, responding quickly to client driven requests.

R Martin-Fagg, Director,
Henley Management College



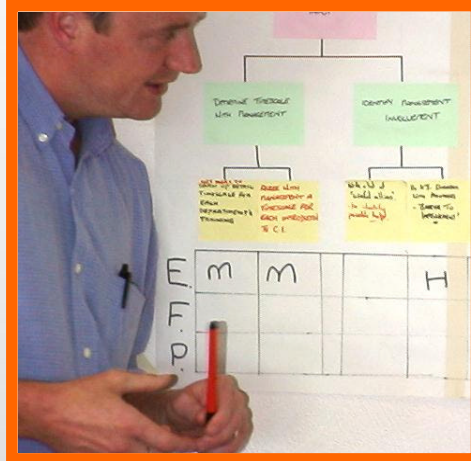
Fourth Generation Management provides a coherent set of operating principles for any organisation. In 4GM Consulting, we work closely with client organisations to turn 4GM theory into results. Naturally, our training and development services all incorporate 4GM principles. These services are also available in-house as stand-alone interventions.



Business Improvement

Services include:

- ▶ organisational development
- ▶ customer focused strategy development and deployment
- ▶ culture / behavioural change
- ▶ large group interventions
- ▶ supply chain integration service
- ▶ rapid change management
- ▶ Mercury turn-key consultation solutions
- ▶ lean thinking / lean production
- ▶ rethinking construction
- ▶ team building events
- ▶ 1 on 1 coaching



Training & Development

Services include:

- ▶ leadership and management development
- ▶ innovation and problem solving
- ▶ lean thinking / lean production
- ▶ effective use of management information
- ▶ process improvement using graphical methods
- ▶ consulting principles for internal change agents
- ▶ reducing conflict and blame in the workplace
- ▶ project planning and management
- ▶ customer care
- ▶ effective complaint handling
- ▶ creative teamwork
- ▶ team building events
- ▶ coping with change
- ▶ stress management
- ▶ team briefing



"Paul Hollingworth has developed a brilliant ability to investigate the needs of a business at the leadership level and then provide the means to improve in terms of forward strategy, training and coaching. During my association with Paul in several organisations over the last two decades this approach has produced exceptional results time and time again."

J A Winlow OBE

I have no hesitation in recommending 4GM Consulting to new customers, particularly those looking for bottom line improvement through reduced waste and better management skills.

D Taylor, Managing Director
AAH Pharmaceuticals Ltd.

... contact 4GM Consulting

www.4GM.com