

specialists in engaging people



# Twyfords

## Specialists in Engaging People

Our vision...a wiser world where conversation builds connection...

We believe that organisations and communities generate better outcomes when the people within them are engaged and involved. Leaders set themselves up for success when they create the opportunity and environment that supports engagement.

We also know from our various professional backgrounds - scientific, engineering, media, public and professional service - that this does require particular awarenesses, capabilities and practices which are rarely taught.

*Engagement... a state of being; an emotional engagement or commitment; being in "gear".... When people are engaged, amazing things are possible...*

We believe that the engagement of people is essential for:

- Robust decision making
- Planning and direction setting
- Workplace and operational efficiency
- Cultural development

Organisational research suggests that in many workforces, 20% of people are fully engaged working energetically toward the goals of the organisation...60% are disengaging, perhaps feeling undervalued, disenchanted or disconnected with the organisation's goals...and 20% are disengaged, probably waiting for an opportunity to leave.

Our own research indicates that although most organisations know the value of internal engagement, very few of them are actively developing their organisations to be more engaging places to work.

**If this were true for your organisation what might be the long term cost in lower productivity and wasted time?**

We can help you develop your organisation to engage more of your staff and tap into their unique talents and abilities.

We can help you to engage with other stakeholders, including the community, in ways that lead to robust, implementable and owned decisions.



## We offer solutions

We are a small and specialised group of consultants who are recognised professionals in:

- Providing strategic advice for decision makers in change and development related issues
- Designing and delivery of high intensity action-learning based leadership and executive coaching and development
- Training in community engagement – we have four internationally accredited trainers including two master trainers for the International Association for Public Participation (IAP2)
- Designing and implementation of specialised deliberative methods such as community reference groups, citizens juries and others
- Designing and facilitating workforce engagement strategies including leadership team, work-team and multi-disciplinary team development
- Designing and facilitating community engagement strategies
- Designing evaluation frameworks
- Conducting peer review of community engagement policies and plans

We are expert facilitators in multiple delivery modes:

- **Individual level:** coaching and mentoring
- **Group level:** workshops, retreats, open space planning workshops and seminars
- **Community/ Organisational level:** small and large (>100 people) facilitated events

## Benefits of our approach

- Robust, owned and implementable strategic decisions and plans
- More confident and skilled leaders, workforce and community

We will work with you to build your capability to achieve better results for your organisation by engaging people in a range of contexts including:

- Community engagement, from policy development to internal capability development to project implementation and evaluation
- Workplace engagement, from cultural diagnosis to workplace and individual development programs and evaluation

