



ICD Partnership In A Nutshell

The ICD Partnership Ltd brings together a network of over 40, UK wide experienced, specialists from the key business areas of marketing, sales, HR/organisation design, customer service, data & information systems, and research. They are experienced practitioners, facilitators, researcher, trainers and coaches who retain leading edge knowledge in their fields. We use tried and tested tools and methods designed and developed by ICD, in conjunction with academic sources and blue chip organisations.

Development & Design of Customer Strategies – we can help you to understand what it is that you need to do to add value or stop eroding the value you provide for your customers, and the relationships you have with them

Programme Definition & Planning – having established your vision we work with you to form a programme of practical steps that clearly defines its scope, objectives, outcomes and ensures that workstreams within it are integrated, properly sequenced and the resource requirements are identified.

Project Advice, Support & Quality Assurance – our consultants will work as part of your team to steer the programme to a successful outcome. For example we can provide additional resource where required for research/ customer consultation, analysis, workshop facilitation, project management support or as a guiding role on your steering group, working with the project sponsor or teams.

Learning & Development

How people perform and behave is vital in delivering excellent service and good value. We have developed a model that allows the organisation to define the specific observable behaviours expected of them by customers and managers. Incorporated in an HR and competency framework, performance management system and backed up by specialist learning and training programmes, there is the means for a sustainable customer focused culture.

We have methods and tools that can be tailored to your situation in order to benchmark, diagnose specific areas for intervention and design implementation plans to deal with these.