

NewbyCore

CONSULTING LIMITED

Service Offering

newbycore.co.uk

Overview



Core: "The part of something that is central to its existence or character."

At **NewbyCore** we believe in getting to the core of your business performance to understand your challenges and opportunities. Working alongside you, we will make practical and cultural improvements, embedding a long term legacy for continued success.

How can we help you?

We are management consultants offering a range of professional services:

- Full service consultancy specialising in performance improvement, leadership development and cultural change through our own unique NCORE framework.
- Contact centre transformation.
- Interactive training courses and workshops tailored to your specific requirements.
- Coaching and mentoring.

About Us



What do we do?

We help you exceed your goals. Whether you want to grow, improve performance or reduce your costs, we will help you achieve this and more by using our exciting yet simplistic **NCORE** framework which is based on many years of research, experience and real-life challenges.

What are our core values?

Quite simply, we believe in the value of people and that people should be at the core of every business decision made. Happy staff, happy customers, happy leaders, happy shareholders.

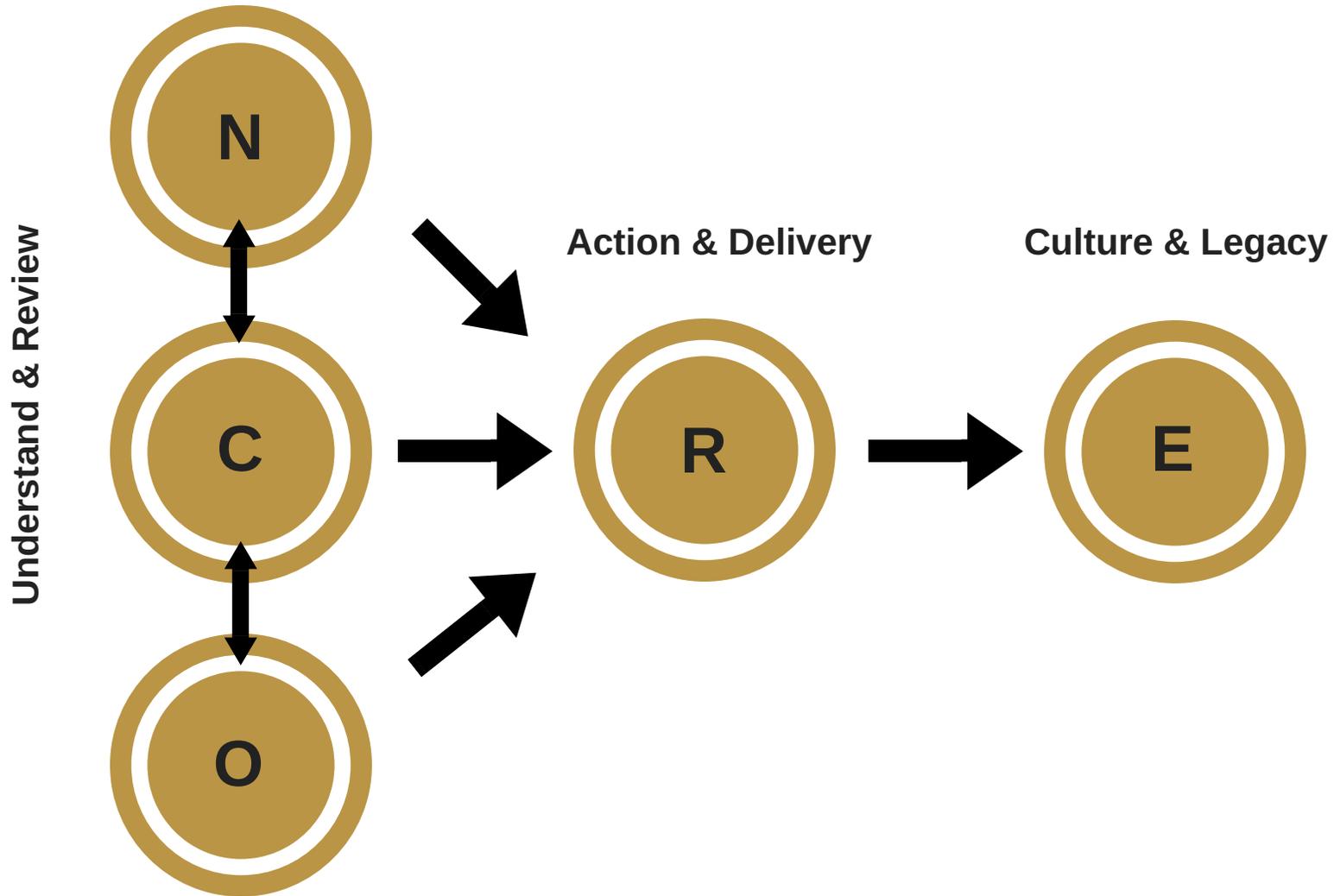
How can we help?

We have a team that are all extremely passionate about helping people and businesses. We have a small intimate team with industry leading experience, combined with a skill and desire to make a success of everything we do. When we work with you, we will work with the ethos, that 'your company, is our company.'

What can we offer?

We offer a full-service business consultancy under the **NCORE** framework, which we recommend to achieve maximum value. We marry together practical delivery with sustained cultural change. However, we know all clients are different and have different needs. For example, if you require leadership development only, we can do that. In fact, there is very little we can't provide an expert service for...and if there is, still please talk to us, as it is likely we can recommend one of our excellent partners.

NCORE Framework



Numbers, Colleagues & Communication and Operation

Numbers - A full diagnostic review and audit, including but not exclusive to:

- Performance & Planning MI including KPI's, people metrics, productivity & capacity.
- Your strategy, objectives & expectations. **Are they consistent?**

Colleagues & Communication - We take a look at life through the lens of people in the organisation, spanning all levels of the hierarchy:

- Leadership at all management levels.
- Health, happiness & well-being. **Do all colleagues feel equal?**
- Capability review. **Do requirements and capabilities match?**
- Colleague surveys, interviews and focus groups across all levels of the organisation.

Operation - What is happening in your business on a daily basis? We will review the following:

- Policies, procedures, processes. **Are they relevant? Best practice?**
- Operational excellence - maximise efficiency through effective leadership.
- Prioritisation. **Focused, or trying to do too much?**
- Communication strategy. **Has your business lost the 'human connection'?**

Recommendations & Education

Recommendations, Risks & Benefits - Post review, we progress to the action and delivery phase. We will work with you to:

- Review opportunities and recommendations identified.
- Consider costs vs. benefits vs. risks (tangible and intangible).
- Set suitable timescales for delivery.
- Implement these changes and improvements.

Education & Culture – ensuring the right change, progression and improvement are an ongoing approach and not just a one off. NewbyCore will help your organisation create a legacy by:

- Coaching throughout the consultancy period.
- Sharing our expertise of what we did, why, and how we did it.
- Bespoke training and coaching sessions.
- 1-2-1 mentoring.

Training & Workshops

From experience, we know every team is unique, therefore, in consultation with you we tailor all our training to ensure you achieve exactly what you need from these sessions. Below are a few of the sessions we offer:

- Operational Excellence**
- Pursuit of Happiness**
- Effective Leadership**
- Culture at the Core**



Our People



Scott Newby - Managing Director

After graduating with a Masters degree in Business Management from Heriot-Watt University in 2003, Scott has since gained over 12 years experience of working for the UK's biggest financial services company, Lloyds Banking Group, in a variety of managerial and senior roles.



Alison Sherry - Associate Consultant

Alison is a professional with strong development, facilitation & coaching skills. She has over 37 years' experience working to improve individuals, teams and organisations. She has a wealth of experience in leadership development including the development of female leaders, coaching, talent & succession management.



Antony Profili - Associate Consultant

Antony is a fully Chartered Occupational Psychologist with 20 years experience in the corporate business environment. Antony has worked as a consultant across a diverse range of industry sectors including oil & gas (on/offshore), manufacturing, construction, and transport. His expertise includes: leadership development and executive coaching, organisational development and culture change, workshop design and management training.

Our People



John Russell - Associate Consultant

John is a business change and process transformation leader with significant experience across multiple industrial sectors and more recently consulting. He has an in-depth knowledge of these approaches and how they add value in automotive, telco, insurance, commercial banking and energy.



Kay Young - Associate Consultant

Kay is an executive coach and leadership consultant with public and private sector clients. She has 15 years international senior management experience, including: working at NHS Board Director level; developing high profile executive coaching and leadership development programmes; tutoring for 15 years on a range of MBA programmes.



Lesley Richards - Associate Consultant

Since graduating with an MA from the University of Glasgow, Lesley has gained 25 years experience in the UK's biggest communications companies. Lesley's diverse experience has led to a thoroughly well rounded experience of all aspects of a businesses product life cycle and optimising each stage. From new product development, process improvement, delivering better customer service and risk management, to product withdrawal and replacement.

Our People



Michelle Botia - Associate Consultant

Michelle has had a significant career in HR, both as a generalist and project manager. She has strategic and operational experience and has worked in both unionised and non-unionised environments for several major blue-chip and financial institutions. Michelle brings a wealth of experience and related skills and is ideally placed to help support you to manage your people more effectively within your business.



Valeria Miranda - Associate Consultant

Being born in Argentina, Valeria has led teams and participated on different projects in a wide variety of companies, industries and countries since she was 20 years old. With a Business Management degree and a core expertise in operations, continuous process improvement and risk management, she has always chosen to work in multicultural environments.

[Click here for full profiles of all NewbyCore team members](#)



"Scott is an inspirational leader who is extremely passionate about both colleagues and customers. He creates a vision with ease and takes his full team on the journey. Business performance improved, but never at the detriment to the colleague."

Ross Angus, Lloyds Banking Group

"Valeria is a person that you want to have working on your team. Committed, with a high degree of analysis. She is very good in understanding complex situations, but above all, she has a very positive energy and is a good person. I would totally recommend her without a second thought."

*Carlos Gonzalez Nogueira,
CEO at Zurich Santander
Seguros Argentina S.A*

"Alison has an excellent track record in building strong stakeholder relationships. Her warmth enhances her professionalism, which enables her to quickly gain trust in a relationship. She is very willing to challenge commercial disciplines and has managed some difficult stakeholder situations with courage and intelligence. She has the rare ability to both push and pull to deepen and enhance working relationships."

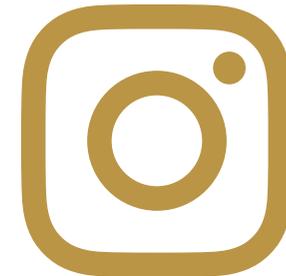
Consultant, PwC

"Kay has been a supportive and encouraging leader in the design and delivery of this innovative person centred coaching programme. Her style and manner are both engaging and facilitative and encourage growth and development from all of the participants."

Jill French BSc, MPH, NHS Greater Glasgow and Clyde



Contact Us



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