



# Information for consultant applicants

## The Company

Kaisen Consulting Ltd was established in 1991 and we now employ over 40 people.

Our aim is to apply science, research and experience to improve the quality of leadership in organisations at all levels. Typically, this involves one to one assessment of senior individuals and creating tailored development programmes to improve managers' skills in relation to areas such as team leadership, change and performance coaching.

We are all qualified psychologists and we have business experience as well. Our people have joined us from companies such as Shell, Ford, Marks & Spencer, British Aerospace, Clerical Medical, Abbey, Orange and American Express. We are based in comfortable offices in the centre of Bristol and our work takes us all over the world.

## What makes us different?

We believe that our brand is different as everything we do combines the following:

- **Psychology:** our solutions work because they are based on theories and techniques that have been systematically tested and researched in the field of psychology over many years.
- **Rigour:** our solutions are robust and defensible because they are underpinned by sound theory and are supported by published research - they are not based on opinion or common sense.
- **Measurable improvement:** we only do things that will make a measurable impact on the business - we conduct formal research to evaluate the effectiveness of what we do.

## Who do we work with?

Kaisen has built up an extensive portfolio of high profile multinational clients including airlines, telecommunications companies, professional partnerships, utilities, banks, manufacturers, financial services companies, engineering companies and retailers.

We have undertaken projects all over the world and have worked with people of over 80 different nationalities.

**KAISEN**  
DIFFERENT

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# The Role

## What you'll do

New Consultants' main responsibility is the quality delivery of contracts that are typically negotiated and set up by Directors and Managing Consultants. It takes around a year for new Consultants to become familiar with the complete range of Kaisen methodologies. With increasing capability and experience, Consultants become involved in other aspects of the business, taking responsibility for project management and client relationships. Consultants are required to take responsibility for the delivery of their work under the overall supervision of a Director or Managing Consultant. There are no fixed hours. Consultants work towards delivery targets, which are linked to profit share but not to personal pay. Outside of client facing commitments, consultants schedule their own time in order to deliver.

## How you'll develop

Off-the-job training is arranged for new Consultants followed by on-project coaching and supervised work with Directors or Managing Consultants. It's a steep learning curve and mastering Kaisen methodologies and consultancy style requires hard work and commitment. However, new consultants are not expected to deliver alone until they themselves and the business are confident in the standards they have achieved. Occasionally, we bring in outside experts and practitioners to run programmes on relevant topics. Some external training takes place if appropriate (Level B certificate for example), but the majority of learning takes place in-house.

All written output is peer-reviewed so you'll have instant feedback on your work. You'll also be allocated a development consultant from our pool of Managing Consultants. Your development consultant will act as a sounding board and mentor. In addition, you'll get more formal feedback from a Director at regular intervals. Our standards are high, but if you have what it takes then the support is there to enable you to succeed.

## What you'll need

As well as delivering high quality work, other key elements of success are supervising the production of quality materials for use by clients on our programmes and maintaining client confidence in the project. Because there is extensive personal contact with Senior Managers and Directors within clients, the ability to initiate and develop strong professional relationships is important. Above all, consultants are generally bright, ambitious and have a passion to meet customer needs. It can be a lonely existence at times, so a resilient nature is important.

Even though delivery work can take place all over the country or even the world, consultants are expected to have a base in the vicinity of Bristol. Those that live outside of the immediate area tend to have access to accommodation in Bristol.

In terms of qualifications and experience, a degree in Psychology (and eligibility for graduate membership of the BPS) and good commercial knowledge and experience is our minimum requirement.

## What you'll get in return

Compensation packages are arranged individually to take account of qualifications, relevant business experience and market value. The package includes: salary, team profit share, medical insurance, permanent health insurance and a car allowance.

## The selection process

If you are interested, please complete the Personal History form and return it to us, along with a copy of your current Curriculum Vitae. Selection is in two stages. First, we invite candidates to an informal 'meet and greet' where we provide you with the opportunity to find out about Kaisen, to meet some of our Consultants and to complete a suite of psychometric tests and questionnaires. Stage two takes place on a separate occasion and involves a more in-depth interview with one of our Directors or Managing Consultants.

More information about who we are and what we do is provided on our web site: [www.kaisen.co.uk](http://www.kaisen.co.uk)