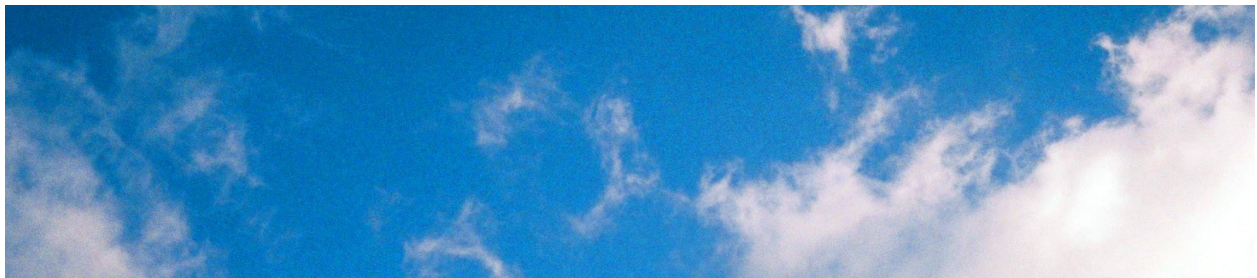




Sue Carrette Consultancy
Services for Business

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Services for Business

Introduction

In the current economic context all businesses face a greater range of challenges including; winning new business and retaining current clients and customers in an increasingly competitive environment, managing rising costs, developing and protecting reputation in the context of user-led social media.

A key resource in meeting these challenges is the recruitment and retention of staff, who not only demonstrate excellent performance, but understand the importance of client and customer relationships and are well equipped to respond positively and productively to change and new developments. Comprehensive and innovative professional development delivering practical results is vital to achieving this. Sue Carrette consultancy offers a range of development services specifically designed to address these challenges, for businesses of all sizes. In addition services will be of interest to business development and membership organisations seeking to support their members and clients.

Our Services

Sue Carrette Consultancy is an established provider of development provision in several areas including: best practice in networking, social media and professional relationships, portfolio career management, and diversity/equality. All services are available in several different formats and we are happy to tailor services to client requirements.

Benefits – Businesses and Business Support Organisations

The practical benefits include:

- Increased employee focus and motivation
- Business reputation enhancement and protection
- The ability to reach new markets and engage with wider customer and client groups
- Enhanced client and customer relationships
- More robust social media interaction

Presenter

Sue Carrette has a portfolio career spanning over 20 years, principally in the areas of professional development and education management. Her career has included distinctive roles for a diverse range of organisations including; key universities, related organisations and professional bodies. Professional development has always been an integral element of Sue's career, and she was awarded Fellowship of the AUA in 2012. Sue has been a contributor to a number of national and international events and conferences.

What our clients say...

“Left the event feeling positive and inspired” “Excellent delivery and fantastic content”

“Very knowledgeable trainer who had tailored the session to our specific requirements”

“Sue Carrette Training & Consultancy were able to identify key areas of improvement and development for our work. We have acted on their advice and our project has gone from strength to strength”

Services to support Businesses and Business Development Organisations

Social Media Savvy©

Are you a business owner with concerns about the effect of social media on your business ? Are you concerned about your employees use of social media and its potential effects on your business reputation and client relationships? Or are you a business/membership organisation looking to support business owners in this area? This programme is designed to ensure that individuals have an increased awareness of their responsibilities in the appropriate use of social media, appreciate the relationship between social media use, reputation and customer/client relationships and understand their employer's IT and social media policy. This short (1-1.5 hour) programme includes all key issues, can be tailored to your business needs and be easily delivered at lunch-time/early evening.

Professional Gardening: the Art of Successful Networking ©

The ability to network successfully is increasingly seen as a key business skill for individuals in all roles, both in terms of enabling productive relationships in the workplace and in supporting the development of enhanced customer and client relationships. In addition a strong professional network can be key in the successful negotiation of organisational and career change. This event is suitable both for individuals new to professional networking and those with some experience. The programme includes: types of networking, networking benefits, building and managing networks, social and e-networking, key issues and tips for the 'reluctant networker'. This programme is likely to be of interest to both businesses seeking to develop staff skills and business development organisations.

Diversity and Equality Awareness

Is your organisation interested in increasing its customer/client/recruitment base? Would you like to increase the pool of talent from which you are able to recruit/retain staff and clients? Then this is the programme for you! This programme includes; Diversity - what does it really mean?, understanding difference, aspects of disability awareness and recognising potential, . This is a key programme for any organisation concerned about increasing its customer base and the talent from which it might recruit and retain clients and staff.

Developing and Managing a Portfolio Career

This programme is of benefit to individuals who are engaged in: running several businesses, combining employment with self-employment, or are seeking to diversify their professional life as a result of organisational change or redundancy. This includes: key issues in developing and managing a portfolio career, sourcing opportunities, benefits and disadvantages, and the importance of networking. This programme is likely to be of interest to business membership or development organisations seeking to support their members/clients in this area.

Consultancy Services

Consultancy projects to support change are a key area of our work. We have been commissioned to undertake a variety of work ranging from short intensive service reviews within a single department, to a national evaluation, conducted over several months with funding from a key UK government initiative. Our consultancy services utilise robust research, evaluation and project management techniques and are characterised by a client-focused approach with an emphasis on problem-solving. We are happy to develop proposals in response to most specifications and budgets.



Sue Carrette Consultancy **~ About us ~**

We:

- **Are established seven years**
- **Receive excellent participant and client feedback and a high level of repeat business**
- **Offer skilled and experienced consultants**
- **Include many 'extra' services as standard**
- **Are client-focused and will deliver a full bespoke service tailored to your organisational needs**
- **Offer services UK-wide and year-round**
- **Offer flexible pricing options**

Please contact us for further information – we will be happy to provide details of clients who will be able to comment on our work

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