

# NEW OCEANS

## Training, Coaching & Consultancy Overview

*Putting Purpose, Passion and  
Performance  
back into your work ...*



# Introduction

## *The Navigation of New Business Thinking....*

New Oceans is an organisation with a very different agenda. Established over fourteen years ago, our business is about new methods of growing and developing people. New ways of thinking, and communicating, of delivering training and of learning. It's our mission and purpose to be our customers' most valued learning partner, channeling our expertise into helping you achieve success.

Our methods are founded on the most advanced development in thinking, communications, language, behaviour, and accelerated learning. That means you will benefit from our expert knowledge and state-of-the-art techniques in how we learn, how we think, and how outstanding people get outstanding results.

You will learn about modelling excellence - profiling and transferring high performance behaviour - rapidly and cost-effectively. You will learn about identifying success strategies - how successful people achieve outstanding results in business and life. You will learn about creating success the way you want it to be - showing people not just how to achieve excellence themselves, but how to replicate it in those around them.

We will work with you to re-engineer your people: giving them new skills to take on fresh challenges, the ability to work more effectively in a team, to coach their colleagues and direct reports and to have the confidence and knowledge to connect with any customer for the best possible relationships. The result will be a business better able to adapt to new opportunities. One that is more responsive to changing needs, that intuitively acts in a creative, coordinated, effective way.

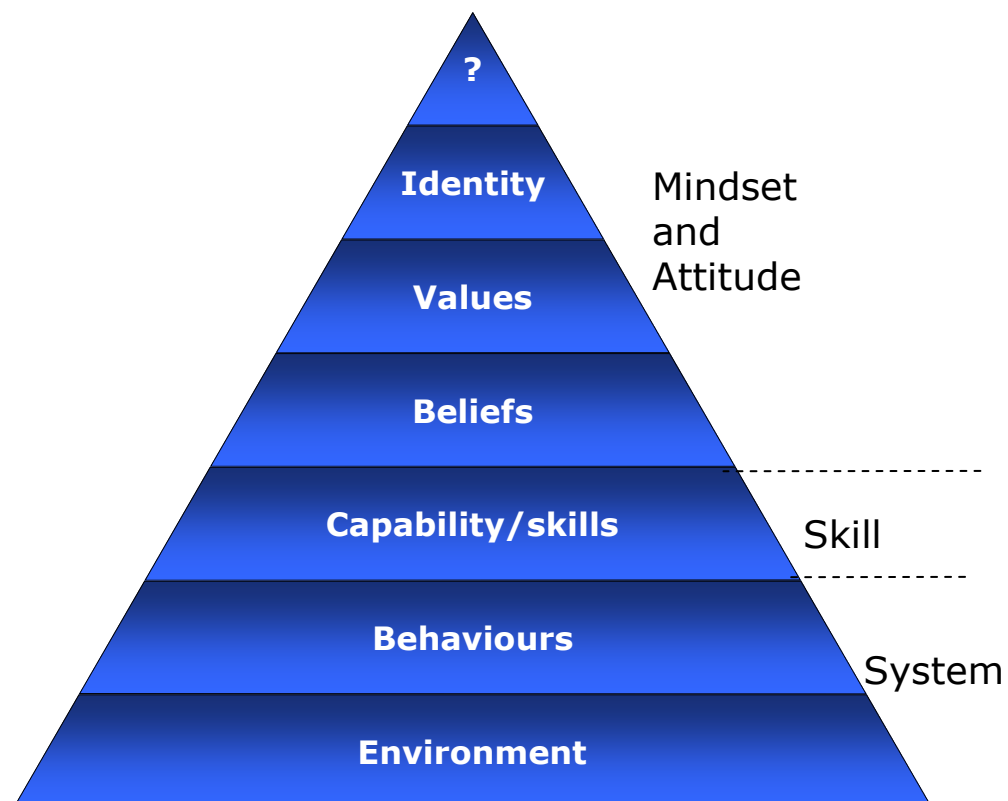
If you are as passionate about being successful as we are about helping you achieve your goals, then it's a journey your business must make.

# Overview

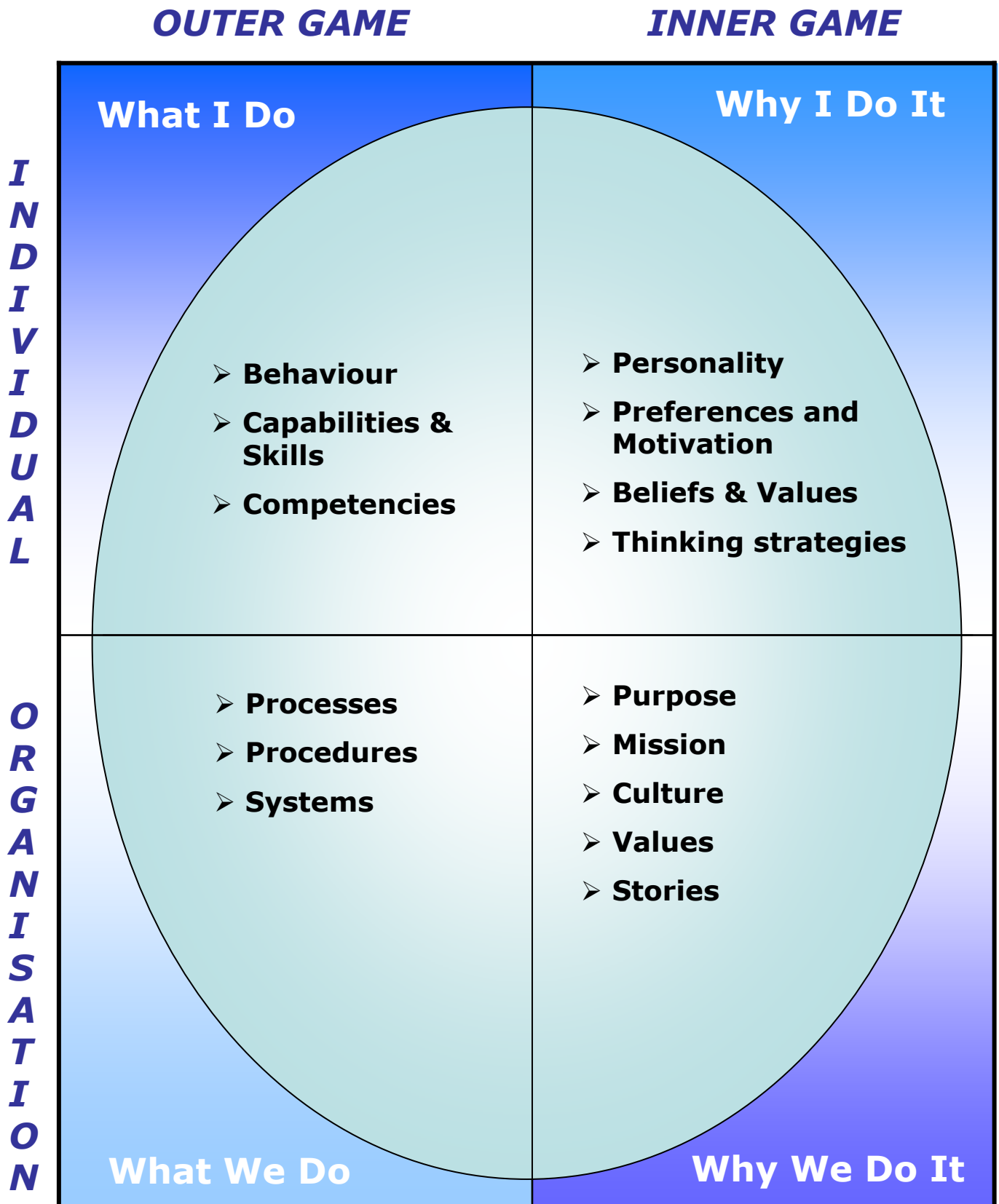
We believe that everyone already has all the inner resources to be brilliant....but sometimes they need a little help to access them!

We give support and guidance to bring out the best in individuals and teams through our innovative approaches, which use Neuro-Linguistic Programming (NLP) and Emotional Intelligence as the driving force behind our training, consultancy and coaching. This approach, combined with a unique talent and passion for bringing out the best in people, offers an unbeatable catalyst to drive any business forward.

- Other training programs deal with the different business applications, from a bottom up approach.
  - Systems such as CRM software
  - Process steps
  - Simple skills learned as a series of behaviours
- At New Oceans we provide all of this and more *and* more importantly we start from the top down.
  - Understand what *drives* the person and the client.
  - Understand what is *important* to the person and the client.
  - Build in *advanced* people skills to ensure success in relationships.
  - Develop *peak performance* behavioural approaches.
  - Add just *enough* process and system.
- *Mindset* first, then process.



# 360° Organisational Development



# Our Key Capabilities

## What I Do

## Why I Do It

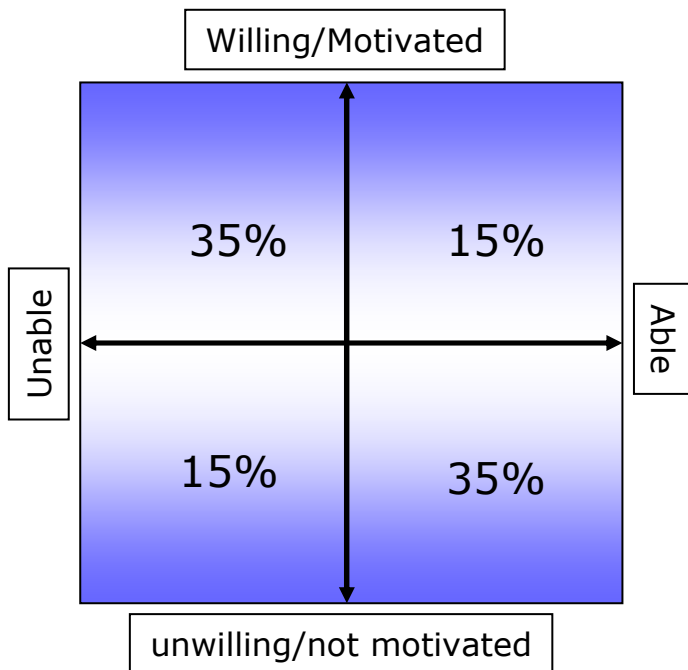
<p><b>Individual <i>Outer Game</i></b></p> <ul style="list-style-type: none"> <li>- Sales Academy</li> <li>- Call Centre Skills</li> <li>- Key Account Management</li> <li>- Project Management</li> <li>- Customer Service</li> <li>- Communication Excellence</li> <li>- Presentation skills</li> <li>- Interviewing &amp; Recruitment</li> <li>- Goal &amp; Time Management</li> <li>- Modelling Excellence</li> <li>- Train-the-Trainer,</li> <li>- Coaching Skills for Managers</li> <li>- Train-the-Coach</li> </ul>	<p><b>Individual <i>Inner Game</i></b></p> <ul style="list-style-type: none"> <li>- Coaching</li> <li>- Stress Management</li> <li>- Workplace Wellbeing</li> <li>- Certified NLP Training             <ul style="list-style-type: none"> <li>• NLP Business Diploma</li> <li>• NLP Business Practitioner</li> <li>• NLP Business master Practitioner</li> <li>• NLP Coach Practitioner</li> <li>• NLP Master Coach Practitioner</li> </ul> </li> <li>- Emotional Intelligence</li> <li>- Profiling</li> <li>- Accelerated Learning</li> <li>- Being Creative</li> </ul>
<p><b>Organisation <i>Outer Game</i></b></p> <ul style="list-style-type: none"> <li>- Modelling Excellence</li> <li>- Business Process Improvement</li> <li>- Training Needs Analysis</li> <li>- Corporate Training Material</li> </ul>	<p><b>Organisation <i>Inner Game</i></b></p> <ul style="list-style-type: none"> <li>- Leadership Excellence</li> <li>- Team Building</li> <li>- Change Management</li> </ul>

## What We Do

## Why We Do It

Experts in People Technology

# “Mindset first” Approach to Change



When we consider responsiveness to general change, change in approach, training, development, we find that a relatively low percentage of people actually respond favourably immediately, e.g. after a *traditional* classroom experience.

Much of this is determined by the 'Mindset' or 'Attitude' of the individual, which is formed, amongst other things, from their values (what they hold to be important) their belief set and their metaprograms, or how they are 'wired'

Whilst that may be the source of the problem, the solution gap remains because traditional approaches focus only on systems/processes and behaviours and not on what is driving the individual towards or away from change. People will, *ultimately*, only do what they *want* to do.

- Only 15% of individuals are immediately willing and able to adopt the change in approach. They may decide the change is important enough, i.e. it aligns with their personal values, may believe that *they* are capable of it, that *it* will work and have learned enough to adopt it.
- Fully 35% are willing, but are not yet able. They may deem it important but may, for example, not yet believe themselves capable of achieving the change. They may also not yet have developed the skills to follow through.
- 35% *know* they could do it, "if they wanted to", but have made a decision not to. A decision perhaps to go through the motions so that 'management' think they have adopted change, but they actually stick to their own methods. This may be based on their values, identity or limiting beliefs e.g. in the case of sales training "I *am* already a great sales guy, *why* do I need a new CRM system and anyway it will waste *time* and won't be useful" identity, values and beliefs.
- 15% don't deem the change important or necessary, i.e. not in line with their values, and may hold limiting beliefs about themselves, the company or the new approach. These individuals may represent a poor investment.

Any training or change initiative that wishes to address this issue must target the *mindset* of the individual. It follows, therefore, that the leadership team or team of 'change agents' must also have the capabilities to elicit, understand and deal with all of these aspects of their team members as they will ultimately lead and coach the organisation through successful change. To **Coach** is key.

"... the core principle is valuable: Helping people make a personal discovery about how they need to change works better in the long term than ordering them to do it, or even paying them to do it... and if change goes better, businesses do better."

# Clients

Clients from the following companies have already discovered or will shortly be discovering the effective toolkit available to them by completing New Oceans business training and workshops.

- British Telecom (BT)
- Vodafone
- MLL Telecom
- Inghams Travel
- Jarvis Rail
- Ontime Automotive
- Ladbrokes
- Lindner
- Transport for London
- Metropolitan Police
- National Probation Service
- Altera
- Xerox
- Logic CMG
- McDonalds
- IBM
- Hotel Chocolat
- Siemens
- TAC
- Reuters
- GREY London
- London Fire Brigade
- Astrazeneca
- The Subsbench
- Mettler Toldeo
- Telford & Wrekin Council
- Hammersmith & Fulham Council
- Monmouthshire County Council
- Welwyn & Hatfield Council

References available on request

# Contact New Oceans

**Paul Jacobs** – Managing Director

Office +44 (0) 1727 869782

Mobile +44 (0) 7976 359553

email

[paul\\_jacobs@new-oceans.co.uk](mailto:paul_jacobs@new-oceans.co.uk)

Website

[www.new-oceans.co.uk](http://www.new-oceans.co.uk)

Postal Address

New Oceans House  
39 Jennings Road  
St.Albans  
Herts  
AL1 4NX

---

*"If you always do what you've always done you'll always get what you've always got"  
- so do something different and let New Oceans show you the way.*