



CHANGING
MINDS^{UK}

PERFORMING WELL WITH HR AND PEOPLE TEAMS



BETTER PEOPLE BETTER PERFORMANCE

Changing Minds are a leading provider of high-quality psychological services that aim to maximise people's performance potential.

We believe strongly in achieving sustainable success through the committed pursuit of improved **performance and wellbeing** – Performing Well®.

Our experiences across a diverse range of high-performance systems including elite sport, business, health and criminal justice gives us a unique insight into applying integrated psychological services effectively.

LIVE WELL WORK WELL

Imagine being an organisation that people want to be part of, that drives aspiration, and consistently delivers great results.

DRIVEN BY NEED

Recent years have placed unprecedented challenges and demands on people and their working lives, often making 'live well, work well' feel unattainable. Managing these demands alongside People Teams has helped shape our understanding of what it takes to Perform Well®. Based on our established framework, and in line with CIPD recommendations, we deliver a range of bespoke services to better support your people, strengthen your culture, and achieve your goals. In partnership with you, our embedded services are tailored to enhance wellbeing, build organisational resilience, and maximise your productivity, allowing you to turn your ambitions into measurable success.

UNDERSTANDING YOUR ORGANISATION

Providing a detailed assessment of your organisation's culture health and the experiences of the people working within it - What you see, hear, and feel on a daily basis. Through skilful facilitation by qualified psychologists, we can help you gain a deeper insight into the workplace environment, establish when and where organisational culture has gone awry, and help you become the organisation you aspire to be.

STRATEGIC PRIORITISATION AND PLANNING

Supporting you to develop a clear vision and build a robust strategy with enhancing wellbeing and maximising performance at its core. Helping you to prioritise goals for organisational progression, build safety and trust, engage your people, identify opportunities, and minimise potential risks through direct consultation and leadership support.



WELLBEING SUPPORT SERVICES

Promoting and enhancing wellbeing in the workplace through embedded wellbeing services, the development and support of Mental Health Champions, and the delivery of appropriate therapeutic support by qualified psychologists. We provide strategic planning, proactive education, consultation, and direct support to help you manage risk and respond to need, helping you to feel confident in achieving your organisation's wellbeing vision.

MAXIMISE YOUR POTENTIAL

Helping you grow, through talent identification, executive coaching, personality and strengths assessment, bespoke development planning and impactful leadership programmes. Bringing individuals together to explore team dynamics, unlocking their potential and gaining greater appreciation of strengths and preferences and discovering more effective ways to work together.

WITH YOU WHEN IT MATTERS MOST

Providing a safe, supportive relationship, and alongside you when things get tough, helping to navigate opportunities and achieve a sustainable organisation-wide impact.



QUALITY ASSURED

Our services are delivered by highly qualified and statutorily registered clinical and performance psychologists and underpinned by robust governance processes.



CASE STUDIES



“The consultations from Changing Minds have been great for reflection and helping us to enact change with our teams.”
(Team Leader)

IMPROVING CONNECTION, MAXIMISING RESILIENCE

The ECB People Team provide human resources services for the national governing body of cricket in England.

We work alongside the ECB People Team to enhance resilience across the organisation. Through a codeveloped business wide people strategy, there has been a focus on improved staff wellbeing and a greater understanding across the board of the connections between performance and wellbeing. We have supported the organisation at a time of significant organisational challenge through the combination of providing an embedded wellbeing service, psychologically informed consultation for managers, bespoke workshops to address specific needs within teams and delivering Mental Health Champions Training in close partnership with the People Team.

Individuals report improved wellbeing through accessing the services. In addition, managers report an increase in their understanding of the teams needs and their sense of empowerment to bring about change through increased openness, psychological safety and motivation.

SCAN^S

“When we manage the dips in a staff member’s performance, and make the dips smaller, we reduce the knock-on effect both in terms of productivity and the impact on other team members”

(Executive team member)

SUPPORTING GROWTH THROUGH WELLBEING, ‘HELPING MAKE THE DIPS SMALLER’

A leading provider of computer hardware and technology services with over 400 employees, wanting to engage staff alongside their aspirations for expansion and financial growth. Alongside the HR department, we recognised that people may have challenging times at work or in their lives, particularly at times of significant change and transition. We developed and implemented a wellbeing support service for all managers and employees, providing both group and individual support to help ‘manage the dips’. Executive feedback highlighted improved commitment and morale, reduced absence, and enhanced productivity. The company is now well on its way to reaching its aspirational growth target, increasing turnover by over 300%.





HM Prison &
Probation Service



Youth
Custody
Service

NAVIGATING THE STORM, IMPROVING CAPABILITY WHEN UNDER THREAT

The Secure Estate for Children and Young People provides care and rehabilitation for young people presenting with some of the most challenging and high-risk behaviours in the country.

We worked with senior leaders and staff across stakeholder organisations to establish a clear vision, strategy, and develop a framework for integrated care. We delivered leadership coaching, complex problem-solving sessions, staff support and training. This helped to drive culture change through improvements in the capability of staff, enhance the care of young people, and reduce the occurrence of high-risk behaviours.

Staff reported feeling more valued and empowered in their roles, which in turn increased wellbeing and ultimately enabled staff to provide better care. Over 5 years, an independent evaluation highlighted positive changes in culture and practices and ‘improved capability in the system’.

“It has really started to click. It feels like we’re all working together now, and we all want the same outcomes - It just better equips us to do a better job.”

(Prison Officer)

WORLDLINE 

STRONGER TOGETHER, CLOSING THE ‘GAPS’

A leading provider of e-payment systems across rail and hospitality industries. We developed and facilitated a series of bespoke ‘experience days’ to explore team dynamics, improve psychological safety, and increase team effectiveness. We started with the executive team and then worked alongside leaders, to reach the key service areas of the organisation. This enabled teams to hear and value different perspectives, permeate key messages, build shared understanding, and take collective ownership to address performance.

We helped to sustain and enhance key performance factors (e.g., togetherness, pride, and safety) above the industry standards, during a time of significant global challenge and uncertainty in the Covid-19 pandemic (highlighted through the Great Place to Work Survey). We are delighted that the investment Worldline UK&I has made in their people has contributed to the organisation achieving Great Place to Work Status in 2023.

“Focusing on how we operate as a team and how we learn from each other through our own unique personalities was brilliant. Our work with Changing Minds has had a significant positive effect on our culture.”

(Senior Executive)





START YOUR JOURNEY WITH US

For a conversation about how we may be able to help you and your organisation, please contact us.

GET IN TOUCH



01925 483 069



enquiries@changingmindsuk.com



www.changingmindsuk.com



19 Wilson Patten St
Warrington
WA1 1PG

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