AQUARIUS MANAGEMENT CONSULTANTS

IPM

Case Study: Capabilities / Competencies

Professional Services

International Personnel Management **(IPM)** *(http://www.ipmglobalmobility.com), has been helping companies successfully mobilise their employees on work assignments around the globe since 1995. Their services include policy development, international tax planning, relocation management and repatriation. Based in Peterborough, the team of international assignment professionals provide services to a portfolio of global clients to overcome the challenges of international moves.*

BACKGROUND

As an expanding organisation, IPM wanted to continue to develop and motivate a team of professionals with deep specialist knowledge, to consistently deliver seamless and flexible service to its clients. The senior team recognised that technical knowledge alone does not provide world class service and required support in the development of a single behavioural framework.

OUR APPROACH

Aquarius worked closely with the Managing Director and the senior team to understand the current and future roles required and the behaviours that really made a difference to performance and service levels. We:

- Interviewed various role holders and senior team members
- Explored and defined the behaviours that made a difference
- Described and calibrated each of these key behaviours in a matrix format
- Tested and refined the matrix with the senior management team
- Developed a set of generic role profiles for the business

RESULTS

The framework and profiles have now been introduced into the organisation,

Providing:

- Clarity for the employees on how/what to develop
- Support for organisation development
- Launch of a new performance management process

Ensuring:

- Every employee has access to, and a clear understanding of, IPM's recipe for success
- Internal promotion is guided by the new matrix
- Recruitment requirements are defined and successfully acted upon

"It was a pleasure to work with Aquarius again. They proved very flexible in meeting our timescales and developed practical results which are proving very popular and productive in meeting our needs. Overall the project represented excellent value for money."

Alan Bentley, Managing Director IPM

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