



Dimensions (UK) Ltd

Putting People at the Heart of Change

Organisations in an uncertain and disrupted global environment are facing unprecedented and complex challenges. At Roffey Park our consultants know that complex problems require a different kind of thinking.

In a partnership beginning in 2016 we have worked with Dimensions, a UK not-for-profit supporting people with learning disabilities and autistic people, including those with complex needs. Roffey Park was initially appointed to work with a population of 45 leaders to help Dimensions to build a strong leadership team and stimulate a collaborative culture, strengthening capability for the organisation's continued growth.

Understanding the Challenge

Dimensions were looking for a trusted thought-partner who were able to understand their complex and evolving operating environment, and how their strategy connected with what they wanted to do. Recognising that in real life change and cultural development are complex and dynamic, our starting point is always to ensure that we fully understand our clients' issues and current context through comprehensive diagnostic work. Two of our consultants began work with the team at Dimensions to explore some of the challenges their senior leaders were grappling with.

Simon Gosney, Head of Learning and Development at Dimensions describes the impact of developing this deep level of understanding,



One comment we are used to hearing from our senior leaders who have worked with Roffey Park over the years is how tuned in they see Roffey Park as being to the issues they as leaders are working on, and the landscape in which we operate.

This credibility has been carefully and skilfully nurtured by the team from Roffey over many years, and it shows in the experience our colleagues have. So much of what we have done with Roffey Park has been quite 'sticky', and the tools and techniques they have helped to equip us with are in regular use.

Partnering collaboratively for sustainable change

At Roffey Park we understand that an effective partnership means working collaboratively and responsively. Key to the success of our relationship with the Dimensions team – since 2016 we have co-developed and delivered a number Leadership Development and HR Business Partnering interventions - is our focus on building organisational capacity towards lasting change.

For Dimensions this has meant sustained changes in culture and performance.

In shaping and driving sustainable change, we need to create opportunities for the whole organisation to contribute to its success, and this means that we don't deliver ready-made answers. One of the strengths in our partnership is the way in which together we have created the space for collaboration, discussion, and co-creation of action. Our interactions are never generic, they are driven by Dimensions' needs and context and are designed to build organisational resilience that will flex and adapt to the future. Simon adds,



What has consistently characterised the work we have done with Roffey Park has been the level of care and attention to detail they deployed. Understanding the context, the challenges our leaders face, and even the language we use is so important.

The consultants we have worked with throughout our relationship have attended very careful to getting that right with us upfront.

Our approach and heritage are research-informed but big on practical application and impact, and for Dimensions, this is another significant factor in the credibility of Roffey Park as a learning partner. In one example of this, while reflecting on our partnership, Simon describes the response he experienced from Roffey Park in supplying research materials to help his team devise a working strategy, despite us not actively working together at the time.



I have always valued what Roffey Park bring to the table in response to the challenges we describe and how they tailor that to our business.

The depth of their expertise and the quality of ideas and responses they offer is then further enhanced through stakeholder discussion and partnership working before we even start working with any of our participants.

OD Consultancy Core Principles

- Building internal capacity rather than encouraging dependence on external consultancy support.
- A systemic approach. We understand organisations to be complex, unpredictable and dynamic systems. We look for patterns, connections and links rather than taking a prescribed project planning approach.
- A participatory approach. We are committed to the principle that people support what they help to create in any change programme. The design of any intervention hinges on this philosophy.
- Taking the role of ‘critical friend’. We provide both support and challenge to our clients as we work in partnership alongside them. This means our consultants can, where relevant to the project, offer observations and feedback throughout the process.
- Taking an appreciative approach – seeking to identify what is currently working well which we can together build upon and strengthen, rather than focusing only on ‘the problem’.
- Ensuring we fully understand the issues and current context by paying attention to comprehensive diagnostic work. We believe that diagnostic work is in itself an intervention for change, so we work closely with clients at the start of projects to understand the culture and style we need to model in our work with them.

Led by Emma Du Parcq, our consultant team are your trusted thought-partners



In many cases, they have been in your position, having to make difficult decisions to effectively lead complex transformations. The team will use OD interventions and techniques to build your organisational capacity to effect lasting change, rather than creating a reliance on our solutions.

Hand-picked for their expertise and passion for developing team and organisational performance, they bring with them extensive experience of working with OD interventions and techniques across the public, private and NFP sectors to transform performance

Best Consultancy Partnership. We take great pride in being market leaders in OD and Leadership Development.

Roffey Park was awarded '*Best Consultancy Partnership winner*' for our work with Senior Leaders in the Irish Civil Service.



Dimensions is a pioneer of personalised and person-centred support, showing how it works in practice, and enabling thousands of people to have greater choice and control over their lives.

Find out more here [Dimensions | Supporting People with Learning Disabilities & Autism \(dimensions-uk.org\)](https://www.dimensions-uk.org)