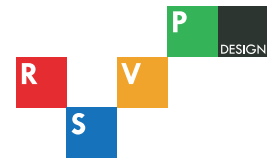


RSVP Design's experience with TNT NV

2003-2010

annalder@rsvpdesign.co.uk

+44 (0)7803 625458



A working partnership

Since 2003, TNT has been a 'key client' for RSVP Design Ltd. The relationship has moved from a simple 'customer supplier' relationship to one of real partnership, working together on a number of key projects in conjunction with other stakeholders including Deloitte's Innovation and the United Nations World Food Programme.

Feedback about RSVP Design's work has been consistently positive and has resulted in an expansion from initial contracts within CAS (Corporate Audit Services) to a wide range of HQ functions.

TNT programmes

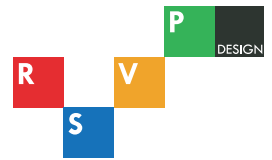
1. 'Soft Skills': a 3 day programme, with a focus on developing inter-personal and communication skills in a multi-cultural environment. This was delivered initially to CAS whenever they recruited new staff, then rolled out to other departments, approximately twice a year. This is a highly practical programme, using experiential learning activities, small group work, facilitator and peer coaching and professional role play around purpose-designed workplace scenarios. It also links into MBTI and other profiling already in place in the department.
2. Trainer training: Programmes to introduce higher level training and presentation skills to Subject Matter specialists (from functions in Finance, IT, Audit, Risk Management and Internal Controls) who are responsible for running training workshops within the global Business Units
3. Team development work to achieve a wide range of different team outcomes including:
 - i) Major teambuilding events for a whole department, using innovative activities in music and performance and culminating in the whole team taking part in a public performance at the Edinburgh Festival and also in setting up an 'enterprise business' which raised over 3000€ in one day for a local charity
 - ii) Facilitation of planning, learning and on-going team development for the RMIC team that supported them in the on-time, on-budget delivery of the Sarbanes Oxley project
 - iii) Development of a divisional Senior Management Team of 5, using Whole Brain Learning methods to improve internal relationships, overcome conflicts and align a vision for the future
4. The development of scenario and dilemma based workshops, interactive games and activities around the themes of integrity and ethics for the internal Integrity Team to use in implementing their corporate training. Much of this was drama-based, using real-life integrity dilemmas, and was designed alongside a major re-write of the TNT Business Principles and specific input from senior global managers about international best practice.
5. 1:1 coaching for individual operational managers to develop specific skills and competences identified as necessary through the internal Performance Management process. This has included helping individual managers through the transition from management to leadership as they prepared for moving into senior positions.

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TNT Partnership Projects

1. TNT and the 'Moving the World' project. TNT have provided major assistance to the UN WFP, through the provision of professional support, resources and training alongside fund-raising and logistical emergency support. Part of this was in an internal project around 'Accountability and Transparency'. Following the success of RSVP Design's work with internal TNT teams, TNT included RSVP Design in the project and part-funded long-term team and competence development work for the WFP specialists in Audit and Oversight. The combined intervention helped WFP to improve their processes for completing audit reports and reduced the turnaround time from 9 months to 90 days.

This, in turn, led to the extension of this work to teams from the WFP Offices of Budget, Transport and Logistics, and Human Resources and eventually into team development work with field teams in Sri Lanka.

2. TNT and the Institute of Risk Managers: in partnership with TNT's RMIC team, we have developed a 2-day, 'Facilitation Skills for Risk Managers' programme, to help them to run more effective Risk Management workshops and risk assessments. In 2010 this was presented at a specialist conference of the IRM in the UK, as an example of 'best practice'.

3. Deloitte's Innovation in the Netherlands worked with TNT, supported in the learning design process by RSVP Design, to develop an inter-active, computer based simulation game to introduce managers to thinking about the dilemmas faced in implementing Sustainable Leadership. The content for this generic programme used TNT as the 'corporate model' and included experience gained from working with WFP, The North Star Foundation and other internal CR+S projects. The basic 'simulation engine' that was developed, and the simulation model, can now easily be altered to include company or region specific information around managing a sustainable business.



Team-building on a yacht in Netherlands



CAS perform in the Edinburgh Festival



Developing team communication skills



A TNT sponsored WFP team event



Facilitating project team scenario planning



The RMIC/SOX team business simulation