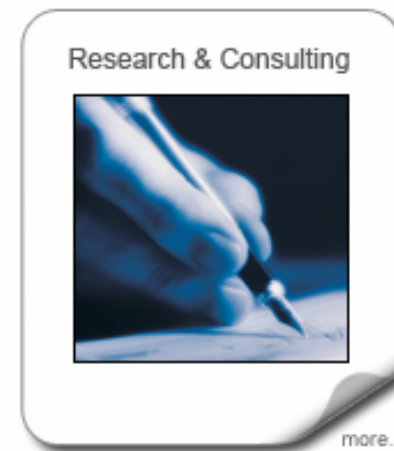


Self Management Group is a world leader in helping organizations develop self managed, high performance cultures. For over 25 years our clients have been partnering with us to attract, screen, select and develop self-managing sales and service people, managers and leaders.

Click on the service you are interested in learning more about:



Click to learn about our proprietary
6 Step Process for Developing High Performance Cultures

For a free consult or to learn more call
Robert Dougan, 416-746-0444, Ex. 250

6 STEPS TO A PERFORMANCE CULTURE:



For over 25 years we have been helping our clients to build high performance cultures. Based on advanced statistical methods and the principles of psychology, our consulting services provide state-of-the-art tools and expertise in the following areas:

ATTRACTION

Creating and managing the flow of suitable candidates through 24/7 automated resume parsing service and training to build a recruiting culture

SCREENING

On-line screening, mini-profiling to qualify candidates and 24/7 applicant tracking

SELECTION

Normative psychometric profiling to identify strengths, assess fit and evaluate ROI of sourcing strategies

TRAINING & COACHING

Developing self-managing performance cultures where employees are held accountable for results & responsible for performance

CAREER SELF- MANAGEMENT

Tools for self-development and career self-management

CONTINUOUS IMPROVEMENT

Succession planning, strategic change, improved selection & retention, validation & science based consulting services



SELECTION SYSTEMS



SMG's "state of the art" proprietary online and psychometric selection profiles enable organizations to make better hiring decisions. Our expertise lies in attracting and selecting self-managers, predicting performance, improving retention and helping organizations to coach more effectively. Our selection system increases candidate flow, reduces time to hire, improves retention and puts science and predictability into hiring, organizational development and succession planning.

[More Information](#)



[Product Sheet](#)



[Video Testimonial](#)

SELFMANAGEMENT
GROUP

SELECT | DEVELOP | RETAIN | TOP PERFORMERS



RESEARCH & CONSULTING



Our success is the result of ongoing research into the character traits of more than 3 million people. This research provides us with an in-depth understanding of the qualities and characteristics that create performance at every level of an organization. Regular validation studies help our clients understand what they need in order to build deep layers of talent, develop effective succession plans and build committed performance organizations dedicated to results.

[More Information](#)

[Client Perspective](#)



WE PREDICT PERFORMANCE



Our professional research team conducts studies to compare individual on-the-job performance to the profile results of an organization's top performers. As a result, our clients create performance benchmarks and ideal candidate models that help them to select high performers more consistently.

For example:

IN BANKING & FINANCIAL SERVICES

- In one Canadian bank, we can predict which candidates will deliver 100% greater growth and retention in their portfolio with 80% accuracy based on our profile alone
- At another nation wide financial institution, we can predict who will sell 40% more investments and credit products

IN CONTACT CENTERS

- A contact center company noted a remarkable 35% reduction in attrition and a 20% increase in sales as a result of our screening and selection system

IN FRANCHISE BUSINESS

- In a national franchise operation, our screening, selection and training system reduced turnover by 289% in 8 months

IN TELECOMMUNICATIONS

- In one national telecommunications giant, 82% are performing at 80% over their store average as a result of our training, screening and selection systems

IN RETAIL

- At a major national retail organization, we can predict who will deliver 60% higher profitability and 40% higher sales than the organizational average

IN INSURANCE SALES

- Agents predicted to be high performers sold 8 times more than agents predicted to be low performers

What our clients say about their ROI



DIAGNOSTIC SERVICES



Our on-line 360° diagnostic tool and Organizational Effectiveness Surveys help our clients to monitor their return on investment in our services. SMG Diagnostics provide invaluable insight into the strengths & growth opportunities of managers & employees.

360°

We customize our 360° Profiles to measure specific management competencies and behaviours of your organization's working environment. The purpose of the 360° Profile is to provide constructive feedback to individuals about their behaviours. Each person being evaluated receives a report detailing their strengths and those areas that require development.

[More Information](#)

ORGANIZATION EFFECTIVENESS SURVEY

The OESPRO™ is designed to help executives and leaders of any organization understand what the organization thinks and evaluate how well they are doing. This diagnostic tool is very cost effective, easily customized and implemented and can help give the executive a better understanding of how people in the organization perceive the company, and the level of engagement and commitment amongst employees.

[More Information](#)



TRAINING & DEVELOPMENT



The Self-Management System is our unique approach to creating high performing self-managing cultures. It begins with the understanding that:

SELF-MANAGEMENT IS THE #1 COMPETENCY OF ALL SUCCESSFUL PEOPLE

It is a proven, practical, effective approach to creating and managing high performance cultures. It is based on:

- Self-Management
- Making & keeping commitments
- Professional coaching & consulting
- Individual responsibility and accountability

It makes other initiatives, including training & coaching work better.



TRAINING & DEVELOPMENT



In a few hundred years, when the history of our time will be written from a long-term perspective, it is likely that the most important event historians will see is not technology, not the Internet, not e-commerce. It is an unprecedented change in the human condition.

For the first time—literally—substantial and rapidly growing numbers of people have choices. For the first time, they will have to manage themselves. And society is totally unprepared for it.”

- Peter Drucker “Managing Knowledge Means Managing Oneself”



4 SEMINARS FOR BUILDING & DEVELOPING A SELF-MANAGED ORGANIZATION



PRINCIPLES OF SELF-MANAGEMENT

Book: Principles of Self-Management
John Marshall, PhD and Bob McHardy, CLU

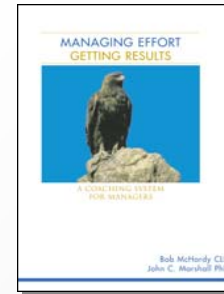
- Create a self-management system & become a better self-manager
- Maximize return on energy – ROE
- Make and keep self-commitments
- Learn psychological time management and decision-making

[More Info](#)



[Product Sheet](#)

[Client Perspective](#)



MANAGING EFFORT: GETTING RESULTS

Book: Managing Effort: Getting Results
John Marshall, PhD and Bob McHardy, CLU

- Develop self-managing sales representatives & Employees
- Learn to coach rather than coax
- Develop employee responsibility and accountability
- Learn how to coach the high talent – low effort employee
- Dramatically improve manager effectiveness and return on energy – ROE

[More Info](#)



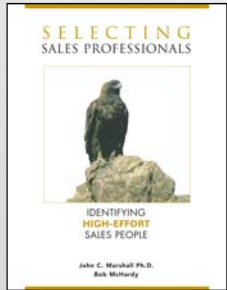
[Product Sheet](#)



[E-Learning](#)



4 SEMINARS FOR BUILDING & DEVELOPING A SELF-MANAGED ORGANIZATION, CONT'D



HIRING WINNERS: CREATING A RECRUITING CULTURE

Selecting Sales Professionals
John Marshall, PhD and Bob McHardy, CLU

- Develop pro-active strategies to create a flow of Candidates
- Learn the 6 step integrated recruiting & selection process
- Learn techniques for predicting performance
- Develop an effective selection system

[More Info](#)



[Product Sheet](#)

[Client Perspective](#)



LEADERSHIP LEADING & DEVELOPING A HIGH PERFORMANCE CULTURES

- Create a self-managing culture and work Environment
- Learn your management profile and its implication in your leadership approach, style and strengths

[More Info](#)



[Product Sheet](#)

[Client Perspective](#)



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