

business psychology

unlocking potential





Understanding people is the key to success...

...whether as individuals, teams or in entire organisations. OPP® delivers insights that unlock the true potential of people at work, helping clients to reach their goals.

OPP is one of Europe's leading business psychology consultancies. We have truly global aspirations and already work in more than 25 countries with many multinational organisations, including more than half of FTSE 100 companies.

Our expertise is delivered through robust, innovative consultancy services underpinned by dependable, world-class products and training. Our clients respect us for the exceptional quality of our work, our integrity and our passion for contributing lasting business impact.



make
the right
choice

Who is OPP?

OPP is a firm of business and organisational psychologists with more than 20 years' experience in developing and applying psychometric tests. Our expertise covers a range of proven and trusted processes, backed by extensive psychological research. OPP consultants combine practical knowledge with an understanding of business and psychology to help organisations unlock the true potential of their employees.

perform
careful
diagnosis



case study **Siemens**

"Our work with OPP on identifying and developing high-potential managers is helping us deliver on the development of leaders as part of the Siemens 'People Excellence Strategy'. The Management Development Center (MDC), run in association with OPP, has helped participants understand their own strengths and development needs. At the same time it's given us the information we need to provide them with suitable opportunities and career paths. The MDC is integral to Siemens' career and succession planning. We return to OPP's reports to supplement our decision making around future promotions."

Teresa Frost, Personnel Manager, Siemens



What do we do?

We offer a range of products and services to help individuals, teams and companies achieve their goals through people. Increasingly, these services are bespoke and designed to meet a specific target or solve a particular business issue.

hit the mark with



Expertise in psychometric testing

OPP has an impressive range of psychometric tools. We publish the 16PF® personality questionnaire and many other specialised tests, and we are the sole European distributors of the Myers-Briggs Type Indicator® (MBTI) and FIRO-B® instruments.

All of these instruments have undergone rigorous validation research and are proven to deliver accurate results in a business environment. They help organisations make better decisions about their people – whether in selection, assessment or development – and improve business performance.

In selection, we can enable faster, more accurate decisions about hiring and promotion by matching individual skills and capabilities to the demands of the role. The outputs of our evaluations are customisable for speed and ease of use by line managers, as well as HR specialists.

Expertise in training

OPP offers comprehensive training in all our products – either in public workshops, here at OPP, or in-house. When an organisation's HR team has particular needs or goals, we can purpose-design programmes, help them apply our products to their workplace and provide guidelines to get the best out of these tools within their organisation longer term.

Our programmes include qualification training for the British Psychological Society (BPS) Level A and B certificates of competence, as well as many test-specific qualifying and application workshops.

Expertise in consultancy

OPP's team of consultants apply psychological insight for improved business performance with some of the world's leading companies. Our goal is to effect lasting, positive change.

Our clients choose us because we have a proven track record. They trust our insight into human motivation and potential, as well as our experience in delivering programmes which truly unleash these for the benefit of their business. They know that our techniques for selection and assessment are world-class, flexibly applied and scalable.

We work collaboratively, and we listen, always combining proven principles and tools with a 'can-do' approach.

accurate testing



How we work

Our interventions make a real and lasting difference to organisations in unlocking the full potential of their employees. We begin with a careful diagnosis, often at individual, team and organisational levels. We then focus on understanding people 'in the round' – so that the whole person's talents and energies can be brought to bear in their work.

Catalysing high performance

We look at the breadth of factors that influence performance, including personal characteristics such as drive, ambition and resilience. Then we look at interpersonal skills, especially within a team context.

We help our clients work out how best to bring about positive change in these areas by tapping into an individual's capacity to learn, motivation for change and self-awareness.

Selecting the best

For selection decisions, we offer assessments that have been rigorously tested to find the most appropriate match, aptitude and potential for new roles.

Research has shown that our systematic approach leads to improved retention and engagement, as well as higher performance in role.

Developing talent and teams

To develop existing employees, our starting point is to reveal individual differences, strengths and styles, and uncover the ways in which these combine with those of the wider team or organisation.

Results show that this improved understanding leads to lasting changes in leadership behaviour while channelling talent and energy more effectively.

Engaging the organisation

Personal change also depends on the support and opportunity presented by the organisation. We help businesses plan and implement frameworks that build an individual's engagement with the company, giving their development real momentum.

case study **Taylor Wessing**

"The overriding aim is to develop better commercial lawyers by focusing on their self-awareness and leadership skills. As the legal profession and the demands of clients change, the skills OPP has helped develop are key to the continued success of our business."

Jonathan Croucher, Director of HR and Development, Taylor Wessing

case study **The British Library**

"While development centres are not unknown in the public sector, they are relatively rare and a first for The British Library. Slowly but surely they are helping senior managers to appreciate their talents and to provide a framework of support to address their development needs. OPP have played a huge role in making this happen."

Alistair McIntosh, Organisation Development Manager, The British Library

appreciate talent



A bespoke service

To ensure we provide the right mix of OPP assessment, training and consultancy expertise, we take time to listen and fully understand our clients' needs and objectives.

For example, we may propose simulation exercises, interviews or 360-degree assessment to measure current performance, and a mix of psychometric tests and development activities to assess potential.

Our tailorable offerings include:

- Individual assessment
- Group assessment and development centres
- External recruitment assessments
- Internal selection assessments
- Talent retention
- Leadership development
- Organisational and cultural change
- Teambuilding and development
- Effective communication and influencing
- Managing conflict
- Coaching skills

case study **NXP**

"Even at this senior level the MBTI tool makes leaders much more aware of how their own preferences dictate behaviour, its impact on others and how they can change this. It stays with leaders throughout their careers, giving them lasting insights they can continue to apply. Throughout, OPP have been responsive, and always interested in helping us develop our professional expertise."

Angela Gunn, Senior Director of Global Learning and Development, NXP

build
the
right
team
profile



Why choose OPP?

We practise what we preach. Our company culture is collaborative and based on the highest standards of professionalism and ethical practice. We retain a strong commercial focus in all that we do, and our people strive to put the client's needs above everything.

We believe in building long-term relationships, as this offers better understanding of both the organisation and its individuals. Above all, we work to balance best practice with pragmatism so that our clients achieve their goals in the most practical and cost-effective way.

build people's strengths

case study **Unipart**

"The MBTI tool demonstrates itself. People can see it, hear it – it's live in the room. Managers also recognise the potential for this learning to benefit themselves personally – it's a more holistic development experience. And OPP's consultants excel at getting participants to see the full potential of their new insights."

*Kirsten Steer, Group Head of Talent, Unipart
Consumer Logistics*



Our clients

OPP's experience is not limited to a specific market or industry. We work in more than 25 countries with a wide range of organisations and individuals in both the private and public sectors. We have strong relationships with international business schools and government bodies, and with thousands of independent HR consultants across the globe.

OPP has helped over half of FTSE 100 companies in the UK, plus many significant public bodies and multinational organisations across Europe and beyond. Our broad coverage means we can bring consistency across different markets for our clients, meeting their needs both locally and globally.

improve personal performance

case study

Ernst & Young – locally

"Since the introduction of OPP's MBTI seminars, survey results from June 2004 have shown quarter on quarter improvements in performance, particularly in the key areas of leadership and desire to remain with the firm. The improvements have been such that this division of Ernst & Young is top of all the national business units in its people performance. Focusing on these areas with OPP has made a real difference to staff morale and demonstrated that the partners care."

Nicki Jefferies, Regional HR Director, UK, Ernst & Young

case study

Ernst & Young – globally

"Each year, over 1000 young managers from CWEA and CE will be introduced to the MBTI tool at their 'transition event'. This will provide them with an insight into their own leadership style and preferences, and highlight areas where learning, teamwork and communication can be improved. We are co-developing our ideas with OPP as we move forward with this. They have been responsive to our requests; they go to great lengths to understand our business and our needs, and we feel listened to and recognised as an important client to OPP. We're developing MBTI Masterclasses together now to take us to the next level and are confident that these will be equally powerful."

Katie Hertveldt, Project Manager, Continental Western European Area, Ernst & Young





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