A close-up photograph of a woman's neck and shoulder. She is holding a large, textured blue ball with both hands. The lighting is soft and natural, highlighting the texture of the ball and the skin. The woman's hair is dark and pulled back.

**Turning
knowledge
in to results.**

blink[®]
Consulting

Never, like today,
has access to information
been so decisive.

In the blink of an eye one must have the ability
to analyze context, make the best decision
and put it in practice,
achieving results.



That is the essence of

blink[®]
Consulting



People performance and organizations' results

When it comes to strive for outstanding results, **people** come first on the management agenda.

As partners in the (co) resolution of organizational development themes, our clients often disclose to us thoughts like:

- Our professionals are technically above reproach, **BUT...** *the relationship between staff and clients is not the best.*
- We changed our strategy, we invested, we innovated, **BUT...** *results are below expectations.*
- We implemented state of the art information systems, **BUT...** *everything looks pretty much the same.*
- We have good managers, **BUT...** *we need Leaders.*
- We need to change, **BUT...** *our culture isn't helping.*
- We have skilled human resources, **BUT...** *they are often so focused on their jobs that they don't seem to understand the business and the importance of their role in the value chain.*
- We have young people with potential, **BUT...** *we need to develop them.*

Today, managers understand that, above all, the human factor is on the spot light when it comes to achieveng positive results. High performance people are a must for organizations that aim for exceptional results.

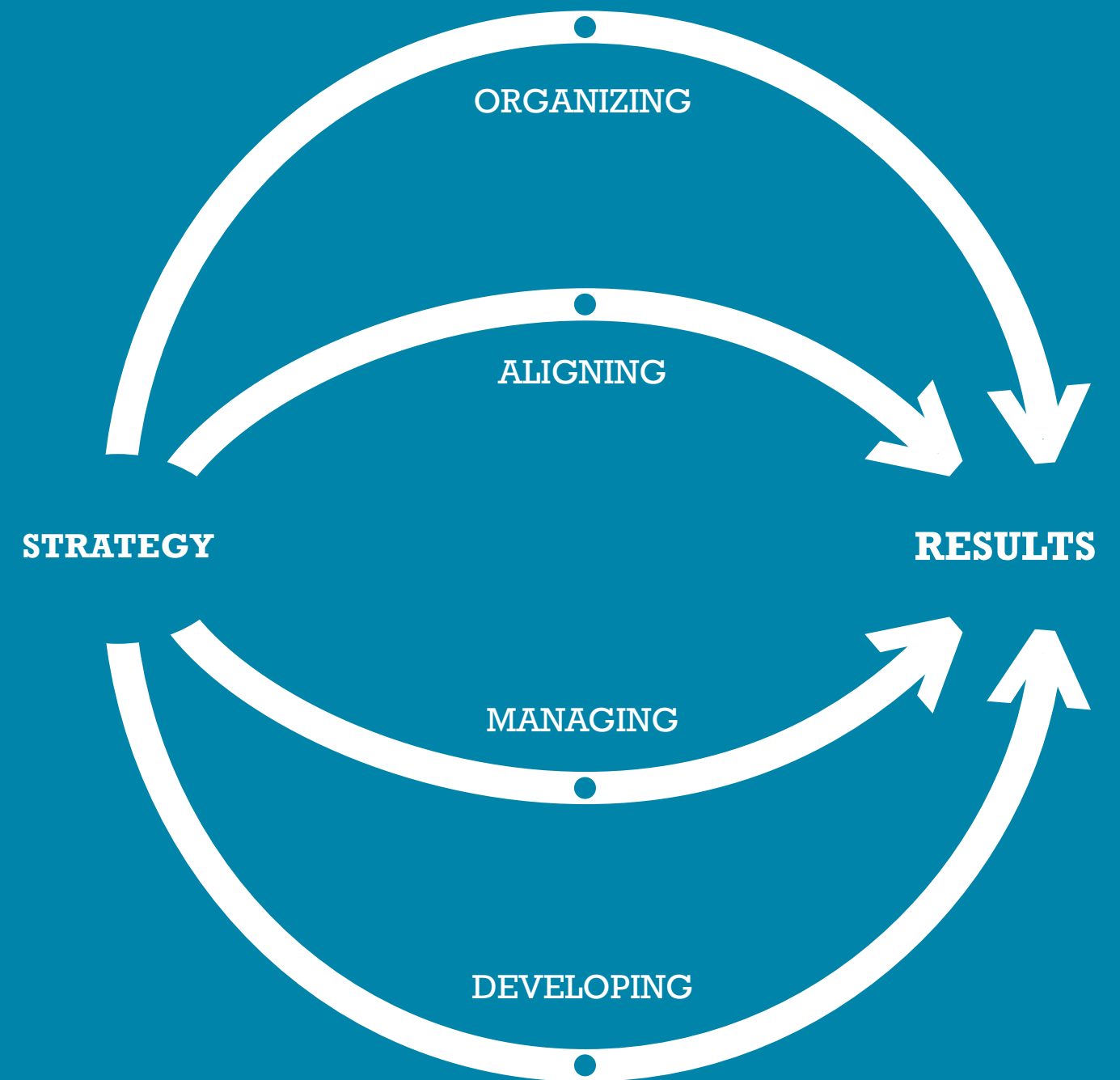
For these Organizations the challenge is;

- To empower people, deploying high levels of responsibility and autonomy;
- To promote continuous learning, knowledge managenebt and sharing among their people;
- To stimulate the people's performance;
- To provide a environment that enables personal achievement;
- To regard people as a source of added value to the business and not as mere support tools;
- To pay special attention to the way people work, and how this impacts value creation for both clients and business.

Generating results mobilizing and developing people

We promote the required changes at the Human Resources level, in line with the strategy and the challenges facing the organizations.

— Blink Consulting acts on the development of Human Resources, through an approach integrated with the strategy and the organizational challenges of our clients.





Organizing

We design structures and processes to meet the needs and characteristics of different Organizations, seeking to obtain superior adjustment between the business requirements and processes.

We value a holistic approach that doesn't end in the (re)design of the organizational structure. It embodies a set of support systems that assure and enhance its operation.

Believing that the Human Resources function must be shared by all in the organization, we look for the best way to deploy it in each organizational context and for ways to bring the different actors acknowledge and be accountable for the responsibilities associated with their roles.



Aligning

As change management specialists, we facilitate change processes by promoting comprehension of the need to change, by mobilizing for change and induce organizational alignment.

We use a set of evaluation tools — climate, culture, readiness for change...— to identify the best change enablers for each particular situation.

We apply experiential methodologies that allow for a better understanding of current status and for the development of new technical and behavioral skills .

We support change by using communication activities — based on learning maps and/or other media and channels.





Managing

Recognizing that the behavior of people in organizations is largely determined by the way they are evaluated, we design performance management systems that promote behaviors that support the strategic goals and results aimed by organizations.

In order to make these systems effective, we consider aspects like recognition and reward systems, personal motivations, career models, systems and strategies for attracting and retaining talent.



Developing

Access to knowledge and the mastery of techniques and concepts are easier today.

Nevertheless, empirical experience and scientific evidence show that the real challenge lays in putting them into practice.

Blink Consulting designs tailored learning and development approaches that can combine education and training activities and business coaching.

All our training and development interventions respect and use ALS (Accelerated Learning Systems) techniques and are adaptable to different learning styles. Knowing that adults value approaches that fulfill their specific needs, we follow the RAT(I) model — Reflection; Acquisition; Training and Implementation — in our interventions.

We give primacy to experiential methodologies that enable a direct link to daily situations and challenges, increasing this way the levels of retention, development and implementation.



Who we ARE



Turning knowledge into results.

— We are a consulting firm specialized in working with people in organizations.

We present ourselves as catalysts and facilitators of change aimed at improving organizational processes and the development of their human resources.

We follow a holistic approach which builds upon the knowledge of our clients businesses and integrates their organizational and strategic goals

We work with a network of international partners that allow us to access a wide range of methodologies, tools, knowledge and experiences.

Our team is led by professionals with over two decades of proven success and with multiple skills, deriving both from their diverse educational background — from social sciences to engineering — and professional experiences.

Why Blink Consulting



Our **team** has carried out projects that were proven success by the way they impacted people's performance and business results.

- We used innovative approaches and methodologies.
- Rather than “working for our Clients” we work with our Clients, to co-create their future.
- We are focused on our Clients businesses and their challenges, designing and facilitating interventions aiming at improving the results of their organization.
- We develop specific solutions for the challenges brought to us.

What people are saying about us:

— "The Customer Care Auditors Accreditation has proved to be more than a mere knowledge transfer from Blink Consulting. The project was customized to and with our staff, which allowed for an internal development of skills, a self-awareness of the importance of individual tasks and a shared future vision. Excellent collaboration!"

Gustavo Madeira / Director de Serviços – Customer Care - ZON

— "Logica's success in Portugal is largely sustained by our human capital. Besides the unquestionable technical competence of our consultants, their soft skills are even more critical to our business, becoming mandatory to achieve superior performance levels.

Blink Consulting understood our business and culture and designed together with us our "consulting journey". With this development program we believe that we are providing to our people a set of experiences that, unarguably, are key levers for their careers, reinforcing their behavioural and relational competencies, which are relevant for their interaction with clients and other colleagues.

Today at Logica is clear the relevance and impact of this "journey" for the company and for all that had the opportunity to embrace it!"

João Antunes / Human Resources Director - Logica

— "Human Resources development at CGD group, is more than ever a key differentiation factor in the markets where we operate. Along with robust technical skills and banking culture, the cultural alignment is critical to establish strong and lasting relationships with our Clients.

With the project "Change Happens With Me", Blink Consulting was able to understand the particular aspects of our business context and mobilize our collaborators, leading them to adopt attitudes and behaviors that drive to a better service and Client's satisfaction."

Paulo Barros / Director Adjunto - Direcção de Pessoal - Caixa Geral de Depósitos

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