



## Anglia Support Partnership

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**Christine Rollin**  
Development Specialist  
Anglia Support Partnership

Anglia Support Partnership (ASP) is a shared support services organization. Formed in April 2000 by a number of health care organizations in Cambridgeshire and Peterborough, Anglia Support Partnership delivers support services on a collaborative and cost-effective basis. Anglia Support Partnership provides services for Primary Care Trusts, GP Practices, NHS Trusts and the Strategic Health Authority. The services they provide include:

- **Organizational Development and Personal Effectiveness** - 1:1 coaching, team development, professional development
- **Service Development**  
Business process redesign, project management, facilitation, option appraisal
- **Management & Leadership Development**  
Psychometric testing, bespoke leadership programs, knowledge & library services, Lifelong learning, Accredited Management programs, action learning sets, Development Centers, Assessment Centers
- **Media and Web Development**  
Design and development of systems, video and marketing development, conference organization

### The Challenge

ASP delivers various services to partners and clients across East Anglia. All the services they provide involve people, either recruiting new staff or counseling and developing existing ones. "The greatest challenge in the work place is to understand what makes people tick and how their behavior can help or hinder relationships with their colleagues. Only by understanding people's strengths can these be cultivated and their limitations compensated for," says Christine Rollin, Development Specialist at ASP.

## Thomas International Case Study: Anglia Support Partnership

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## The Solution

ASP used Thomas International's behavioral assessment tool the Personal Profile Analysis (PPA) and job profiling tool the Human Job Analysis (HJA) to help their partners and clients recruit, develop, counsel and mentor their staff. Thomas' on-demand PPA assesses an individual's behavior in the work environment. It can answer questions such as;

- What are their strengths and limitations?
- Are they self starters?
- How do they communicate?
- What motivates them?

Thomas International's PPA enables people to become more self aware, which in turn gives them the means to consolidate their working strengths and compensate for their limitations.

Thomas' PPA is a series of 24 questions that can be completed online, from any computer. They are based on a forced choice "first impressions" basis, taking no longer than seven minutes to complete. The answers are charted on a graph under the four headings of Dominance, Influence, Steadiness and Compliance (DISC). Just as the PPA enables clients to understand the behavioral characteristics of an individual, job profiling enables clients to identify the behavioral requirements of a job. Thomas' Human Job Analysis enables Thomas' clients to understand the specific behavioral characteristics required in any given role. The process is structured to give you a template for a job into which recruiters can slot a candidate.

Christine Rollin comments, "we have been using the PPA to help GP surgeries recruit practice managers. One particular surgery in Huntingdonshire had some difficulty finding a suitable candidate for their practice manager. The doctors completed an HJA, which focused their minds on the type of behaviors they wanted from that person in the role. The key words from the HJA were then used in the job advert, and we had a tremendous response and an excellent standard of candidates."

## Thomas International Case Study: Anglia Support Partnership

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**The Result**

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Rollin continues, “we also use PPA with the Primary Care Trusts (PCTs) as part of their leadership program. Staff such as district nurses and health visitors will have excellent field experience but often have little management/leadership experience. The leadership program is designed to give them an insight into how they work, how others work, and how people can best be managed. It is designed to give them the tools to lead teams successfully.”

“Thomas’ PPA also plays a very important part in our counseling service. We had a clinician whose behavior was upsetting people. She had huge potential to be successful but was let down by the way she approached people. I profiled her using the PPA and she couldn’t believe that a series of just 24 questions could come up with such an accurate picture of who she was. We were then able to work through her behavior in relation to the other people in her team. It made her much more aware of herself but also of how others like to work, which is not necessarily her style,” says Rollin.

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**ABOUT THOMAS INTERNATIONAL**

For over 25 years, Thomas International has been a global leader in the provision of on-demand behavioral assessments and reporting used to recruit, develop and retain top talent.

Thomas International has a presence in 60 countries and availability in over 56 languages. More than a million Thomas International software-as-a-service (SaaS) delivered assessments are completed each year.