



ROUNDHOUSE THINKING

Roundhouse **Thinking**

Your first choice for professional training and development

- Strategy • Finance and Accountancy • Human Resources
- Leadership and Management • People Skills • Marketing • Sales
- Logistics • Supply Chain Management • Project Management
- Hospitality • First Aid • Health and Safety • Food Safety
- Social Media • IOSH • Security •



Coaching and Mentoring

Course summary

This two-day workshop introduces coaching and mentoring as a way to develop your team and help them unlock their potential. It is designed to give delegates the key tools and models required to begin coaching and mentoring effectively.

Course content

- Why coaching? The benefits of a coaching style
- The Questions Toolbox – using different types of questions to get different types of answers
- The GROW model
- Practising each stage of the model
- Explore the concept of Positive Intention
- Well-formed outcomes
- The coaching environment
- Setting the scene
- Building rapport
- Active listening
- Mentoring – what is the difference?

Who should attend?

Anyone with the responsibility for staff and their development. People who are also looking to deliver training may also benefit from these models and theories.

Benefits to the individual

- Ability to develop staff and gain insight into your team
- Coaching often gives insight into your own problems
- Experience a coaching session as a coach and a person being coached.

Benefits to organisation

- Leaders and managers able to develop their staff and unlock potential
- Coaching sessions move staff forward with difficult problems
- Less conflict due to measured responses to problems
- Improved internal relationships.

Course duration

2 days





Communication Skills

Course summary

This course identifies your preferred communication style and explores how this can be adapted when communicating with others who may have preferred communication styles.

By using certain tools and techniques, you are able to think about the perceptions you create while communicating face to face, via telephone or through email and how they may be perceived within the workplace. You will also investigate observable behaviours and thinking patterns and understand how these may affect the efficiency of their communication.

Course content

- Identify your individual learning style
- Investigate observable behaviours
- Understand communication filters
- Perceptual positions
- Identify communication styles
- Thinking styles
- Assertiveness
- Presenting a positive image
- Action planning.

Who should attend?

Professionals who want to improve their communication skills within the workplace to ensure they deliver effective results.

Benefits to the individual

- Effectively engage with others and understand the impact communication has on them
- Deliver the image you want to portray
- Identify different communication styles in action
- Develop an assertive approach and present a positive image when communicating
- Recognise how behaviours impact on the success of communication, and learn how to apply the most appropriate behaviour to a situation.

Benefits to organisation

- Messages are conveyed clearly, concisely and assertively
- Different communication skills are identified
- Ensure professionals are reacting in the appropriate style.

Course duration

1 day





Creating a Lean Environment

Course summary

This practical course provides you with the essential skills and knowledge to implement lean thinking. Designed to equip you with a solid understanding of lean and the basic tools to improve processes, this course develops individuals' problem solving skills, providing the foundation for further lean development training.

Who should attend?

Leaders who want to improve predictability and repeatability, and reduce cost in their organisation.

Course content

- Overview of the lean tools and how they work together
- The seven QC tools – collecting meaningful data and using it to provide useful information
- Standardisation in workflows – the requirements, steps and processes for implementing standardised work
- 5S – the five steps to develop an effective, visual workplace
- Kaizen – the six stage model of continuous improvement.

Benefits to the individual

- Understand the key lean tools and the benefits and difficulties of implementing them
- Has a set of practical models to use in any implementation.

Benefits to organisation

- Gain a solid understanding of the key lean tools
- Capable of making informed decisions about how to move forward
- Able to set priorities for moving towards better process control and improvements.

Course duration

1 day





Emotional Intelligence

Course summary

Emotional intelligence is the understanding and management of your own emotions, paired with the ability to recognise the emotions of others and build stronger working relationships.

This highly interactive course, allows you to practically demonstrate emotional intelligence using your own examples, allowing you to lead a team to enhanced performance.

Who should attend?

Professionals who want to improve their emotional intelligence.

Course content

- Guided through the Emotions and Behaviours at Work (EBW) Business Emotional Intelligence Model
- Identify the steps to becoming an emotionally intelligent leader
- Understand the emotions that predict success in leaders through the EBW Business Emotional Intelligence Model
- Develop self-awareness and identify blind spots
- Identify techniques to become more self aware
- An opportunity to self-assess using the EBQ – Business Emotional Intelligence tool
- Recognise areas for self-development
- Explore practical techniques to manage emotions
- Practical scenarios to learn and practice developing relationships.

Benefits to the individual

- Improvement in leadership by identifying critical emotions and behaviours against success indicators
- Improved self-insight and personal responsibility for performance
- Successful control of emotions in challenging situations
- Ability to manage a variety of relationships and gain buy-in to your vision
- Confidence to adapt style to a situation to gain better results.

Benefits to organisation

- Professionals who know how and when to inspire, motivate, delegate and support their teams
- Increased team and organisational performance.

Course duration

1 day





Excel Beginner Versions (2010/2013/2016)

Course summary

This course aims to introduce Excel to beginners and identify the most important features.

Course content

- Navigating around Excel
- Creating, opening and closing workbooks
- Saving workbooks in a variety of formats
- Working with data within Excel
- Mathematical operators and AutoSum
- Calculating percentages
- Using Average, Min, Max and COUNTA functions
- Using formatting to enhance the look of your spreadsheets
- Cell styles
- Printing workbooks.

Entry requirements

No specific entry requirements.

Course duration

1 day





Excel Intermediate Versions (2010/2013/2016)

Course summary

This course aims to introduce Excel to intermediate users who already have a basic knowledge of Excel.

Course content

- Workbook and work sheet protection
- Cell referencing
- Using functions – including SUMIF, SUMIFS, COUNTIF, COUNTIFS, TODAY etc.
- Introduction to charts
- Data tools
- Excel tables
- Cell linking within worksheets and workbooks
- Sorting and filtering
- Auditing and error checking
- Using outlines.

Entry requirements

No specific entry requirements.

Course duration

1 day





Excel Advanced Versions (2010/2013/2016)

Course summary

This course is aimed at intermediate users of Excel who are looking to develop their knowledge to an advanced level.

Course content

- Using functions – including VLOOKUP and HLOOKUP, CONCATENATE etc.
- Nested functions
- Conditional formatting
- Data validation
- PivotTables
- Using Macros
- Charts in depth
- Goal Seek and What If? Scenario.

Entry requirements

An intermediate knowledge of Excel is recommended.

Course duration

1 day





Finance for Non-Finance Directors

Course summary

This course provides you with essential knowledge of financial issues, providing you with the confidence and awareness when making decisions, enabling you to understand and manage the impact of your decisions on business results.

Who should attend?

Suitable for directors and senior management who are looking to understand more about company finance and interact productively with finance based colleagues, exerting a greater influence on decision making.

Course content

- Familiarisation
- Nominal structures
- Profit and Loss accounts
- Cash flows
- Balance Sheet
- Key ratios
- Balance Sheet movements
- Capital structure
- Cash control
- Capital versus revenue spend
- Asset management
- Leasing
- Valuing the business
- Avoiding the taxman
- Case study
- Bringing it all together.

Benefits to the individual

- A complete understanding of tax efficiencies, allowances and financial strategies designed to help you save money, aid projects and manage budgets
- The knowledge to be able to deliver greater profitability and reduce business risk
- Understand how to fully evaluate financial statements
- Ability to assess the financial health of a company's affairs
- A comprehensive self-assessment that will guarantee the knowledge transfer.

Benefits to organisation

- A complete understanding of tax efficiencies, allowances and financial strategies designed to help you save money, aid projects and manage budgets
- Increased knowledge of business finance, enabling staff to make informed decisions
- A greater understanding of profitability and reducing business risk
- Knowledge to be able to fully evaluate financial statements
- Ability to assess the financial health of a company's affairs.

Course duration

1 day





Formulating Strategy

Course summary

Formulating strategy is a necessary requirement for the success of organisations. This course provides you with a broad insight into the world of corporate strategy, from the planning to implementation phase.

Who should attend?

Designed for senior managers, HR managers, departmental heads and board directors who want a clear and concise understanding of how to create a working strategic plan for their organisation.

Course content

- Strategic planning
- Development of organisational strategies
- Defining key strategic outcomes and KPI's
- Measuring and reporting success
- Strategic management tools
- Mapping the environment – Porters 5 forces
- Effective risk mitigation
- Defining customer benefits
- The financial management roadmap
- Effective strategy implementation
- Effective communication
- The Change Curve
- Balanced scorecard metrics
- Continuous improvement.

Benefits to the individual

- Understand concepts of long-term planning and develop the confidence and initiative to apply these effectively
- Apply strategic concepts to the development of the organisation
- Identify and assess issues and risks that may have an impact on your organisation.

Benefits to organisation

- A strategic understanding of the principal tools and models and their use within the company
- A roadmap for the development of corporate strategies
- Advice on the effective implementation of these strategies.

Course duration

1 day





Handling Difficult People and Situations

Course summary

This course will provide you with an extremely insightful and practical guide on how to respond appropriately to challenging situations. Providing you with the tips and techniques, this course aims to increase your confidence when being challenged by difficult people or circumstances.

Who should attend?

Professionals who want to develop their confidence when handling difficult people and situations.

Course content

- Tools to manage self and negative emotions
- How to build rapport
- Developing your assertiveness skills
- Using effective questions
- Developing your active listening skills
- Tools to de-fuse a situation.

Benefits to the individual

- Be able to spot aggressive, assertive and passive-aggressive behavioral styles
- Have tools to enable you to appreciate a situation from different viewpoints
- Develop strategies to stay calm in challenging situations
- What to say to defuse a difficult conversation
- Be able to use assertiveness skills to be firm and fair
- Understand how to use listening and questioning skills to a positive effect.

Benefits to organisation

- Able to spot aggressive, assertive and passive-aggressive behavioural styles
- Ensure conflict is resolved quickly and effectively
- Learn to appreciate a situation from different viewpoints
- Develop strategies to stay calm in challenging situations
- Know what to say to defuse a difficult conversation.

Course duration

1 day





HR Essentials

Course summary

This course provides managers with a better understanding of their HR related responsibilities and how to ensure they are following best practice approaches and keeping within the law. Providing an overview of the HR areas managers are responsible for, this course enables you to learn about law and best practice in order to be confident in dealing with HR matters.

Who should attend?

Suitable for professionals, HR managers, HR officers, managers with HR responsibilities, business owners and directors.

Course content

- Defining HR related responsibilities
- Today's workforce and supporting flexible working
- A successful and fair recruitment process checklist
- Easy four step approach to interviewing
- The elements to a robust performance management cycle
- Dealing with high and poor performance
- Defining short and long-term absence
- Actions to deal with absence
- The disciplinary process and your role in it
- Conduct quiz – what is the right process?
- Defining discrimination
- Group activity of example scenarios and deciding the correct action to take and discussing consequences of actions taken
- How to handle grievances – The four step structure
- Decide actions to take
- A summary and any final questions.

Benefits to the individual

- Tools to meet the HR considerations of today's organisation
- Understanding of Equality and Diversity
- Knowledge of flexible working and restructures
- Creating a culture of performance and fairness
- Clarity of HR responsibilities and employment law
- Confidence in tackling people issues.

Benefits to organisation

- Performance, reward and development aligned to organisational need
- Recruitment and retention of talent
- Increased morale
- Potential reduction of legal challenges relating to discrimination.

Course duration

1 day





Improving Personal Impact and Interpersonal Relationships

Course summary

This course is designed to help you develop your self-awareness and enables you to think deliberately about your day-to-day interactions, assess your communication style and identify ways to develop highly effective approaches to form and manage relationships.

Who should attend?

Professionals who wish to improve their interpersonal relationships and reflect on what they are currently achieving compared to what they would like to achieve.

Course content

- Building your brand
- Managing others perceptions
- Techniques to be more assertive
- Controlling that 'inner caveman'
- Exercise and develop a variety of communication styles
- Dealing with conflict effectively.

Benefits to the individual

- A greater understanding of how a professional perceives themselves and how that correlates with the image that is portrayed to others
- Identify the strengths and weaknesses in interpersonal relationships
- Tips and techniques on how to develop interpersonal relationships
- Recognise the impact of a response on others
- Recognise different behavioural styles in practice and how they affect the communication process
- Understand why and how conflict arises and how to deal with it effectively.

Benefits to organisation

- Professionals are able to manage information and ideas without leading to conflict
- A culture of trust and confidence is developed
- Professionals are capable of building and maintaining networks and relationships that lead to business success.

Course duration

1 day





Influencing and Persuading

Course summary

Managers are regularly called to influence in their roles. For example, asking a team member to stay late or gaining sign off for a project from an important stakeholder. Gain an understanding of the strengths and weaknesses of your own management style and create new approaches to influencing which will help you to produce the outcomes you need.

Who should attend?

This course is suitable for professionals who want to develop their range of communication skills and discover how to effectively influence and persuade. By developing new techniques, this course will allow you to reach your desired outcomes.

Course content

- The benefits of persuading and influencing
- Benchmarking your influencing challenges
- Clarity on what you want – creating your outcome
- Gaining their perspective – understanding in detail the person you want to influence
- Deciding your approach – taking the right steps to succeed in your outcome
- Practice your approach
- Your actions and development

Benefits to the individual

- Clarity of your requirements
- Effective approach to communication
- Understanding of others
- Results through adaption of style.

Benefits to organisation

- Enhanced team work
- Quicker delivery
- Conflict management.

Course duration

1 day





Inspirational Leadership

Course summary

This course explores the implications, responsibilities, challenges and opportunities faced by leaders. Covering essential skills and highlighting personal qualities, discover practical ways to lead, organise and motivate a team in order to achieve outstanding performance and results.

Who should attend?

Designed for professionals who are looking to initiate successful leadership within their team, ensuring maximum effort, commitment and motivation in all aspects of their objectives.

Course content

- Define leadership and cover a general overview of the crucial aspects of leadership
- Does leadership make a difference?
- Discover the three areas of leadership - Technical, Administrative and People
- Management versus leadership
- Leadership approaches - Situational, Qualities and Functional
- Define your preferred leadership style
- Create a personal action plan to minimise weaknesses and maximise potential
- Understand how to motivate
- Values and signals.

Benefits to the individual

- A full understanding of leadership
- A personal leadership profile created
- Practically apply leadership through examples
- A personal action plan to implement within the workplace
- Display more confidence in your leadership role
- A better relationship with your team.

Benefits to organisation

- Motivated staff
- Confident leaders
- Better decision-making
- Greater efficiency
- Happier workforce
- Cohesive teams
- Inspired leaders.

Course duration

1 day





Motivation and Delegation

Course summary

Learn how to motivate and delegate through differing communication styles and techniques to engage your team's eagerness in order to successfully achieve targets and objectives.

Who should attend?

Suitable for both public and private sector professionals, managers, executives and directors who want to develop and inspire people to take action and set compelling goals.

Course content

Motivation theory

- Why study motivation?
- Review the theories and principles involved in motivating individuals and teams
- Understand 'motivators' and 'satisfiers'
- Being aware of individual differences.

Smart Goals

- Define good quality goals against the 'SMART' criteria
- Writing 'SMART' objectives
- Developing action plans.

Delegation Strategies

- Why delegate?
- Barriers to effective delegation
- Understanding the different levels of delegation
- Delegation strategies and your personal delegation style
- Three key success factors in planning to delegate an assignment
- How to run a delegation meeting
- Dealing with resistance and disagreement.

Benefits to the individual

- Discover a simple process for planning to delegate an activity
- Develop techniques for overcoming self-imposed barriers to delegation
- Acquire strategies for tailoring your delegation to the needs of the individual concerned
- Learn how to set good quality goals that inspire people to take action
- Learn a variety of strategies to encourage enthusiasm within the work force.

Benefits to organisation

- Delegate tasks in a clear and concise manner
- Efficient leaders within the work place
- Adopt motivational techniques, increasing morale and staff retention.

Course duration

1 day





Performance Management

Course summary

A practical course which provides you with the essential skills and knowledge to manage and motivate people in order to achieve their best. You will look at ways to develop and manage behavior, understand performance management, the tools and techniques of effective performance management and practice giving feedback.

Who should attend?

Leaders and managers conduct performance management discussions.

Course content

- Define performance management
- How does performance management relate to your organisation?
- An overview of performance improvement
- Understand professional development
- Managing behaviour
- Identify the benefits to the organisation and individual
- Carry out a performance management discussion
- Define the tools and techniques of performance management
- Giving and receiving feedback in a professional manner
- Explore the development tools
- Initiate action planning.

Benefits to the individual

- Understand the benefits of performance management
- Practically apply performance management tools and techniques
- Understand how to obtain the best from employees
- Knowledge to undertake performance management conversations.

Benefits to organisation

- Recognise the importance of performance management conversations
- Understand the objectives of the organisation and how this relates to performance management
- Understand how personal development correlates with performance management
- Feedback given in a professional manner
- Enhanced individual/line manager relationships.

Course duration

1 day





Presentation Skills

Course summary

A successful presentation is one that wins people. It is one after which they say:

- 'The way – clear, interesting, informative, enjoyable, inspiring'
- 'He/she was – knowledgeable, confident, prepared, at ease... a natural'
- 'I am... glad I came, ready to buy, persuaded, excited by what I heard'

Who should attend?

Anyone who has to present.

Course content

- Basic presentation skills messages
- First Principles – Body Language
- Pace
- Eye Contact
- Creating and Structuring a Presentation from scratch
- Humour
- The Voice
- Physical and Mental Preparation
- Dress
- Visual Aids
- Tough Questioners and Tough Questions

Benefits to the individual

- Complete knowledge of how and what to present
- A transformation in their ability to present entirely new level of presenting confidence.

Benefits to organisation

- Better selling, marketing, communication and leadership.

Cost

£325.00

Course duration

1 day





Prince2® Foundation and Practitioner

Introduction

This 5 day course will train candidates on how to fully apply the Prince2® principles to the running and management of projects. The course will take you from beginner stage all the way through to a Register Prince2® Practitioner through expert tuition and coaching.

Course Overview

- Prince2® and project management terminology
- Overview of the method: Starting up a project, initiating a project, directing a project, controlling a stage, managing stage boundaries, managing product delivery, closing a project
- Management Products: Project brief, business case, risk register, quality register, issues register, lesson log, daily log
- Core Principles: Continued business justification, manage by exception, learn from experience, defined roles and responsibilities, manage by stages, focus on products, tailoring
- Integration with other methods: Quality review technique
- Produce detailed explanations of all principles, themes and processes and worked examples of all Prince2® products as they might be applied to address the particular circumstances of a given project scenario
- Showing understanding of the relationships between principles, themes and processes and Prince2® products and can apply this understanding
- Demonstrate understanding of the reasons behind the principles, themes and processes of Prince2®, and that they understand the principles underpinning these elements
- Demonstrate their ability to tune Prince2® to different project circumstances.

Assessment and Itinerary

This course should be attended by HR Administrators, HR Officers, HR Managers, Managers with HR responsibilities, Business owners and Directors.

Day 1 – Introduction to Prince2® and begin Foundation stage training

Day 2 – Foundation stage training

Day 3 – Foundation stage training, exam preparation and Foundation Exam ¹

Day 4 – Practitioner training

Day 5 – Practitioner training, exam preparation and Practitioner Exam ²

¹ The Foundation exam consists of 75 questions, 5 of which are trial questions which do not carry a mark. Of the remaining 70 questions which do carry a mark, the candidate needs to score 50% or more (i.e. 35 or more) to pass.

² The Practitioner exam consists of 80 multiple choice questions over 2.5 hours and a pass mark of 55% is required to become a registered Prince2® Practitioner

Price

The price of the course is **£1700** per delegate which covers:

- Registration
- Tuition
- Materials including your Prince2® textbook
- Examination
- Accreditation
- Full catering during the course

Please note that we do not charge VAT so this represents total cost.





Project Management

Course summary

This course is designed to focus on exploring the fundamental principles of successful project management delivery and incorporates a number of easy to apply, effective tools and techniques that, when applied in the workplace, allow you to become confident and competent in project management.

Who should attend?

Project managers, executive managers and professionals.

Course content

- Project management terminology
- Key characteristics of all projects
- Understand what makes a good project manager
- Breaking down the project into separate phases
- How to identify objectives which align with business goals
- Why defining the scope early means more chance of success later
- The importance of identifying and managing stakeholders throughout
- Create a Work Breakdown Structures (WBS) to identify and plan work
- Identify the roles and responsibilities of your team members
- Understand the pitfalls of estimation and learn effective ways of estimating work
- Perform effective scheduling using Gantt charts
- Apply the critical path technique to help you deliver on time
- How to write a project plan
- How to track progress in order to keep on course

- How effective reports can make the difference to enable you to track effectively
- The best way to manage change without jeopardising your project
- Key risk management techniques to help you avoid failure
- How to improve your project management practices in future.

Benefits to the individual

- Gain key skills, tools and techniques to help plan and manage your projects
- Learn the most common project management terminology
- Learn how to avoid the most common problems on projects
- Gain a framework which you can apply on any size or type of project
- Gain confidence in project management.

Benefits to organisation

- Skills, tools and techniques that can be passed onto the wider workforce and project teams
- Implementation of new knowledge, skills and techniques straightaway
- More efficient outcomes on projects driven and delivered.

Course duration

1 day





Social Media Marketing

Course summary

From setting up your social media platforms, to discovering how you can develop your social media presence and share meaningful content. This course enables you to practically understand how social media platforms can help your business.

Who should attend?

Individuals wanting to incorporate social media into their business, or personally learn more.

Course content

- Understand why using social media could help your business
- Identify which platforms are best suited to your business
- Understand how to set up a successful profile on Facebook, Twitter and LinkedIn
- Understand the basics of using Facebook, Twitter and LinkedIn
- Clarify what to do and how often
- Techniques on how to increase your social media followers
- Explore how to use social media platforms to promote your business
- Tips to make managing your social media easier and more efficient.

Benefits to the individual

- Step by step guidance to get your Facebook, Twitter and LinkedIn set up for successful interaction with your target audience
- An increased confidence and understanding of how to use the main social media platforms for your business or personal use
- Practical tips you can implement immediately to increase your following.

Benefits to organisation

- Improved understanding of how to use social media efficiently in order to generate potential sales leads
- Increased online presence amongst your target customers
- Get your business actively participating in social media and reaching a wider audience.

Course duration

1 day





Time Management

Course summary

A practical workshop focused on improving your management of time and priorities. You will learn the tools, tips and techniques which will help you to approach your workload and regain control, ultimately making a difference to your work/life balance.

Who should attend?

This course is for busy professionals who want to plan and prioritise in the most effective way possible.

Course content

- Identifying your goals and where your time goes
- Planning and prioritising your workload
- Eliminating time stealers
- Managing yourself
- Managing your communications
- Working with others
- Managing your work environment every day
- Making it work
- Personal action planning.

Benefits to the individual

- Identify and focus on your objectives and key areas of responsibilities
- Identify and deal with time stealers
- Prioritise your tasks and the unexpected
- Plan ahead and minimise the demands and pressures of your job
- Delegate tasks successfully to free up some of your time.

Benefits to organisation

- Increase personal and team productivity to achieve a greater work/life balance
- Implement new systems to eliminate time wastage and enhance performance
- Plan to meet key deadlines which determine your success and that of your manager or team.

Course duration

1 day





Translating Strategy into Action

Course summary

Learn how to apply strategy within the workplace. With advice on how to align an organisation behind its strategy, this course will enable you to confidently understand how to approach risk and how to assess the weaknesses of an implementation plan.

Who should attend?

This course is designed for senior managers, HR managers, departmental heads and directors who want a clear and concise understanding of how to create a strategic plan for their organisation.

Course content

- Create an implementation process
- Guidance on how to translate strategy into action
- Advice on how to align an organisation behind its strategy
- Harness the power of your people
- Assess where resistance is
- Understand how to keep the pressure up and push through obstacles
- Secure synergies when integrating functions.

Benefits to the individual

- Knowledge, skills and confidence to repeatedly get results
- A refined strategic plan of action, ready to apply within the workplace.

Benefits to organisation

- Professionals will have the skills to develop and influence people when implementing strategy
- Transferable skills and knowledge to repeatedly gain results
- Able to identify and assess your blockers to change – resources, politics, and mental models; assessing the state of organisational readiness
- Working with goals: strategic thinking, the pyramid principle and mapping goals; managing goal setting processes and goal analysis; planning for every level of the organisation
- Achieving productive collaboration: gaining attention and communicating vision; designing social mechanisms - meetings and other events; reading and working with culture
- Securing commitment and accountability: using incentives; winning support and influencing actions.

Course duration

1 day



Your first choice for professional training and development

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