

Working With You



"Frontline handled the inter-personal and inter-group sensitivities of our change management mission with great subtlety and they were able to win the confidence of our staff, many of whom had been deeply sceptical about the role and value of using external consultants. Their value as facilitators, and catalysts when needed, was extraordinary and the long term success of our new organisational approach bore witness to the value of their input".

Jeremy Taylor, Chief Executive
Nottinghamshire Healthcare NHS Trust

"Frontline provided us with a flexible, responsive and intelligent approach to a complex business planning situation. John Deffenbaugh created the right environment to enable our team to work together; we were able to think freely and creatively but within a structure that eventually helped us to produce the goods. We were in a complex political environment, at a time of radical changes in customer behaviour. The new Business Plan was a robust basis for our next period of growth and change."



Norma Hart

Dumfries and Galloway Tourist Board



"Frontline also stepped up to the AHP Leadership Challenge admirably! Through co-production with the DH and all ten SHAs, they quickly grasped the complexity of the tasks before them and were always flexible, professional and expert to work with. They were a significant factor in ensuring that both the regional and national events were a great success."

Karen Middleton, Chief Health Professions Officer
Department of Health

"I (we) found it very useful to have a company like Frontline to call upon when faced with undertaking such a complex project. We needed access to expertise that did not only identify the key information required but also prepared it in a format that assisted us in sensible decision making. The staff were very helpful and supportive throughout the process and they were able to anticipate what we required well in advance of our need. It was important that we could trust frontline staff to deliver what they had committed to within the time scale promised and to treat the information with confidence. The frontline team led us through some very difficult workshops with competing interests in a sensitive and professional manner demonstrating their skills in interpersonal communication and their ability to build up good relationships with those whom they worked."



Professor Barbara Parfitt
Glasgow Caledonian University



"We were recommended Frontline by a partner organisation that had used them in the past to do an evaluation of their project. We could see very quickly why they recommended them as they were down-to-earth, did what we asked and made valid, realistic recommendations for project improvement, which we have been able to implement. Frontline made the process easy for us, and wasn't as daunting as we thought it might have been. Both Helen and Julia were professional and pleasant to deal with. There was no 'messaging about'."

Lynn McGurk, Employment Initiatives Team Leader
Glasgow Council for the Voluntary Sector GCVS