

A green chameleon is perched on a grey vine that spirals upwards. The chameleon has large, white eyes and is looking towards the right. A speech bubble is positioned above and to the right of the chameleon, containing the text "Life is change. Growth is optional. Choose wisely." The background is a solid green color with faint, stylized leaf patterns.

Life is change.
Growth is optional.
Choose wisely.

An orange chameleon is perched on a grey vine that spirals downwards. The chameleon has large, white eyes and is looking towards the left. The background is a solid green color with faint, stylized leaf patterns.

Impromptu
making role play work



Introduction

Impromptu works with businesses and organisations helping people to lead, manage and work more effectively with others.

We use professional role play to create a compelling way of learning; exploring real life challenges to help people change and grow.

We have built a reputation for delivering innovative, dynamic training that has a deep and lasting impact.

What makes Impromptu different?

We provide a professional service and work flexibly to deliver solutions that are appropriate for our clients. They tell us that they value:

- The high credibility of our professional role players – recruited for their business experience and understanding of the training environment
- Our ‘can do’ approach – we like a challenge and do our utmost to get it right for our clients
- Our sophisticated and innovative application of professional role play
- Our rigorous attention to development and business objectives, combined with a deep understanding of real-life business challenges
- The fact that we deliver consistently and we are nice people to work with

Our Services

Established in 1994, Impromptu provides training and role play solutions to a wide range of clients. From multi-national companies to small businesses throughout the UK and beyond - helping organisations get the best out of their people.

We specialise in leadership and management development programmes and in creating challenging business simulations.

We have extensive experience of applying role play methodology across a variety of specific programmes including:

- Account management development**
- Assessment and Development Centres**
- Change management**
- Coaching skills development**
- Conflict management**
- Consultancy skills development**
- Customer service training**
- Diversity awareness**
- Performance management**
- Presentation skills training**
- Sales training**
- Top level interviewing skills training**

We also provide:

- High quality DVD production for training and development purposes
- Theatre presentations for corporate launches and training events

**It is not the strongest
of the species, nor the
most intelligent that survives.
It is the one that is the most
adaptable to change.**

Charles Darwin

Why use professional role play?

In our experience the use of professional role play adds specific value.

- Role play stimulates a high level of engagement
- It provides access for people with all learning styles
- It can take people to a depth of personal learning that is unavailable through other approaches
- It provides an immediate translation of learning into the real life context for participants
- It provides a safe and challenging environment for the exploration of alternative behaviours, strategies and approaches to managing challenging situations
- Role play offers the opportunity to work with people at the attitude level as well as the behaviour level





“Impromptu brought a really innovative approach to our brand engagement event which was quite a challenge with 200 people!”

Sam Golden, Head of Mobile Plus - HR,
Vodafone

“Impromptu has helped us to tailor role play to meet the delegates individual development needs. This makes for an invaluable learning experience for the participant.”

Ian D. Goodwin, Training Development Manager, Peugeot Motor Company

“Feedback from staff said it all - scepticism about the role plays beforehand - complete enthusiasm afterwards. Working with Impromptu role players on communications training added great value to its effectiveness - staff are still talking about it two years later.”

Rosy White, Senior Development Officer, Campaign to Protect Rural England

“I have always known that role play is vital when it comes to the transfer of learning, but Impromptu take it to another level of excellence.”

Sue Bradshaw, Senior Consultant, S J SOLUTIONS

Client endorsements

“Impromptu consistently deliver a professional service. Our clients always comment on the actors’ commercial credibility. It makes all the difference to our events.”

Caroline Beard, Director, Xancam Consulting Ltd

“We have come to regard Impromptu and its highly professional team as an integral part of any training project that we as a business undertake. I cannot recommend Impromptu and all the role players highly enough, they are talented, sensitive to the client’s objectives and above all are great fun to be with!”

Sam Purvis, MD, The Compass Partnership

“I have worked with Impromptu for a number of years over which time they have continually updated their offering. Because of their firm grasp of the business environment and the academic models underpinning a programme they are accomplished at being flexible in the room so that each delegate gets a unique and valuable learning experience. They are easy to do business with, flexible, reliable and organised.”

Camilla Jonsson, Programme Director, Cranfield School of Management

“Our partnership with Impromptu is of enormous value to us and to our clients - the business simulations we run together create a truly compelling learning environment for leaders and managers in many of our clients. Impromptu people always bring real commitment and high levels of professionalism into every event we run together.”

Simon Hayward, CEO, Academee



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