

TONY ZAROLA

Director

tony@zealsolutions.co.uk
07801 282 196

Tony is the co-founder and managing director of Zeal Solutions Ltd, he also holds an honorary research position at the Institute of Work, Health and Organisations, University of Nottingham.

Passionate about psychology and its role in delivering individual and organisational effectiveness, when he's not working in the world of business he spends his time managing and delivering research on how to make 'the world of work' a better place. Committed to sharing his knowledge and understanding, he can regularly be seen and heard at various conferences talking about psychology and how the latest research findings from Zeal Solutions can actually make a difference to people and organisations.

Passion

Tony is the UK's leading authority on the use and development of the concept of 'Capability Perceptions' - a new and innovative way of understanding, managing and improving individual and collective behaviour.

Perceptions of capability are vital to everyday individual and collective behaviour, performance and effectiveness. His work has found that individuals and collectives with higher levels of capability are also those who deliver superior levels of performance, have greater levels of resilience, excel at problem solving tasks, persist for longer in the face of set backs and challenge, put in more effort when required and are better able to self-regulate their own motivation and behaviour.

His work in this area is changing the way we think about - the design, delivery and evaluation of training; how to organise and support individual learning; improving career choice and management; delivering management learning and development; maximising team development; improving coaching methods and impact and managing new starter performance - to name but a few.

He regularly speaks on the issue of capability perceptions at national conferences and delivers talks on the topic in organisational settings. He is looking to write a series of books on 'capability' and launch tools for individual, team and organisational capability development.

ZEAL Solutions
Psychology consultancy

Write to us
27 Old Gloucester Street,
London, WC1N 3XX

Talk to us
T: +44 (0)207 436 6899
F: +44 (0)207 436 6899

Visit us online
enquiry@ZEALSolutions.co.uk
www.ZEALSolutions.co.uk



Areas of expertise

- o Individual and collective capability development
- o Training, learning and development
- o Process and outcome evaluation
- o Individual and organisational health
- o Management development and performance
- o Assessment and selection systems and techniques
- o Job analysis and competency frameworks
- o Research design and delivery
- o Product design and tool development

Technical skills

- o Qualitative techniques: Behavioural Event Interviews, Focus Groups, Repertory Grid, Critical Incident Techniques and Attributional Coding.
- o Quantitative analysis techniques: Structural Equation Modelling, Linear and Non-Linear Modelling, all other forms of Parametric and Non-Parametric techniques
- o Questionnaire design and psychometrics
- o Project management: PRINCE 2

Relevant qualifications

- o PhD Applied Psychology (*under completion*)
- o MSc Occupational Psychology (Distinction)
- o BSc (Hons) Psychology (First)
- o Chartered Occupational Psychologist (*submitted*)
- o BPS Certificate in psychometric testing (Level B)
- o BPS Certificate in psychometric testing (Level A)
- o PRINCE2 Practitioner - Project Management
- o Risk assessment for stress management & reduction

Research

Organisational Development (2006): Developing a culture of supportive management across the Transport sector

Evaluation & Training (2005): National evaluation violence and aggression management training in Healthcare settings

Development and Performance (2006): National examination of the core competencies required of effective trainers in the area of conflict management in Healthcare settings

Selection and Assessment (2005): The causes of adverse impact in selection testing across the Armed Services and the development of counter-measures to this

Turnover and Retention (2005): Modelling the impact of policy initiatives and decisions on premature withdrawal in the Army

Consultancy

Development of a work and people performance system for a large IT software development business

Development of a tool for identifying and developing supportive management behaviours

Design and development of a new piece of software to support stress management in Ambulance Services (UK)

Development of a national tool for assessing the risk for violence in Healthcare settings

Currently acting in an advisory capacity (as a consultant occupational psychologist) across a number of public and private sector organisations including the Finance, IT, Retail, Transport and Healthcare sector. Areas of consultation include, training and selection, staff development and work place issues such as work related violence and stress.

Recent publications

Zarola, A. & Leather, P. (2006) Violence management training: The development of effective trainers in the delivery of violence management training in healthcare settings. HSE Reports: RR495

Zarola, A. & Leather, P. (2005) National evaluation of violence management training in Healthcare settings. A guide for trainers and managers. HSE Reports: RR440

Zarola, A., Leather, P. & Santos, A. (2006) Confidence in conflict management: assessing capability as a criterion for evaluating training in general medical settings. Paper submitted to Journal of Advanced Nursing.