

# Case Study

## The Training

Phoenix Solutions4All has been assisting Genesis with Staff development since April 2020. Phoenix delivers Microsoft training, mainly Excel and PowerBI.



## Why Phoenix Solutions4All

We have used Phoenix Solutions 4 All as Genesis L&D consultant who used them in the past joined the business. We have used Phoenix Training for some time now. They deliver great service. They are efficient, and the level of training is good. We get good feedback from the delegates that attend.



## Booking Process

Phoenix Booking process is Very smooth and efficient. Phoenix is easy to communicate with as well. They are on hand to always help with any tech issues or scheduling issues that arise and offer helpful solutions too.

## Online Learning

We have originally asked Phoenix for in person training however, this had to quickly change due to pandemic.

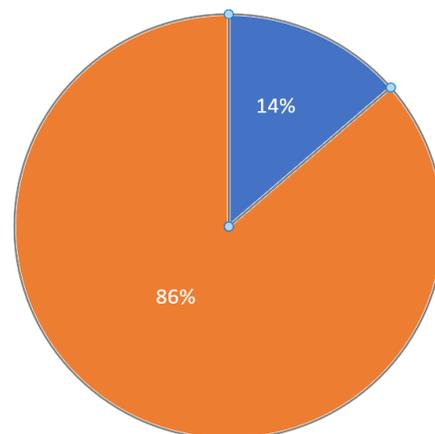
The online training delivered by Phoenix is seamless, there is good amount of learning time with breaks as well.

## Trainers

Phoenix trainers are always professional, patient, and highly engaging. They deliver a very high standard learning experience. feedback from our employees have been very positive on all the sessions.

*“Really friendly and knowledgeable. Very much enjoyed the course and appreciated the relaxed and interactive approach taken.”*

*“Thanks very much - course was structured really well and delivered excellently. Really appreciate the enthusiasm you showed and the patience you had when we had issues. Also thanks for the extra hints and tips along the way!”*



Knowledge of the subject covered ▾

■ Satisfied ■ Very satisfied

### Session suitability

Genesis utilises the standard course content, Introduction, Intermediate advanced etc. On occasion the course content is slightly tailored to suit the requirements.

Learning Needs Analysis are very helpful in assessing to most appropriate level of training, taking into consideration the current level of knowledge and the knowledge requirements for the job role.

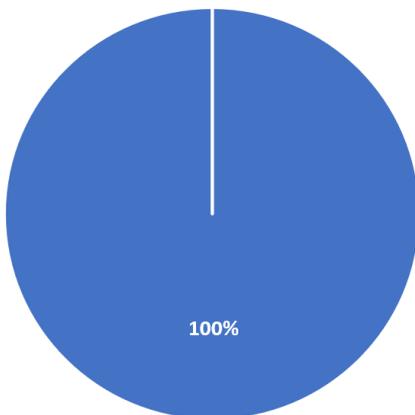
Feedback forms, completed at the end of each session, are very useful in assessing the learning process.

### Project Delivery

As the sessions are booked whenever training is required. It usually starts with a number of potential attendees LNAs being assessed and grouped according to the level of knowledge. Once the results are gathered, a short meeting to discuss it is usually arranged.

Training dates are then agreed and booked.

Some employees decide to attend multiple sessions to further their development. it allows for the gradual but structured progress.



*“ I got pretty much exactly what I had hoped to out of the course, and the best part (a bonus) was that little shortcut trick for quickly copying a tab. I use it almost daily now.”*

### Training success rates

The training success rates are measured using the feedback forms at the end of each session as well as a verbal feedback from attendees. All the feedback can be discussed with Phoenix on the regular bases and, if required, improvements can be made to suit the learners needs.

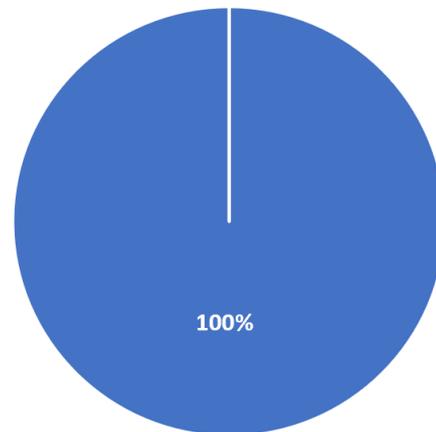
### Post Training Reinforcement

To ensure that the training does not end at the same time as the training session, Phoenix offers all the training resources, including Manuals, QRGs, exercises, short videos and quizzes, free of charge, for download on their website:

<https://www.psalltraining.com/free-resources>

Trainees can always call for assistance with applying the new found knowledge, whenever required on **020 3696 2796** or email [coursehelp@psalltraining.com](mailto:coursehelp@psalltraining.com).

*“Great course - adapted to the needs of the group. I was a confident excel user before attending but I learnt multiple tips and approaches that will improve how I work. “*



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