

Case Study



The Project

The project was to carry out a management training session which encompassed certain key areas as a foundation with a view to progressing this further in the future to build on and create a 2nd level of training.



Why Phoenix Solutions4All

We have used Phoenix Solutions 4 All in a past company for more technical IT skills training. We reached out to them to see if they could do softer skills training for our managers. I found them very responsive and helpful and between us a plan which worked for the needs of the business



Booking Process

Very simple and straight forward booking process. Always helpful and efficient. All questions were answered very quickly and pre training meetings were arranged whenever required. Phoenix has proven very flexible when it came to the rescheduling of some sessions due to some problems with attendee availability.

Tailored Learning

We had a good idea of what we wanted to achieve and why the training was important for us as a business. Phoenix and their trainer tailored the sessions to put this into a plan/proposal which suited these needs but also to come within budget.

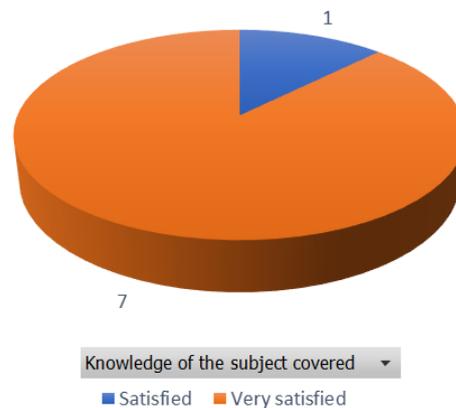
Project delivery

The training delivery was very good and well received by the delegates. Also a good balance of content and role play/practical.



Trainers

Ian provided a very personal approach, which managers could relate to. Anecdotes and stories that backed up the theory kept things interesting and entertaining.



Session suitability

All the tailored course content, together with clearly stated prerequisites was decided together between Lifecycle and Phoenix to ensure suitability. Feedback forms were completed at the end of the session in order to measure the KPI.

"It's been one of the best series of workshops that I have attended. Trainer was very personable, patient and easy to talk and has a wealth of personal experiences we could all relate to!"

Project Delivery

As the sessions are run on regular bases and advertised to all employees, there is never a shortage of attendees.

Many people attend multiple sessions to further their development.

As the KPIs are constantly measured, and received feedback reviewed, the content of the sessions can quickly be adjusted to ensure the best outcomes. The company run a number of short, 3hr sessions to avoid, when possible, employees missing the entire work day.



“Thank you very much for taking the time to train us, it was incredibly interesting, and I feel I gained a lot of skills.”

Training success rates

The training success rates are constantly measured by comparing the pre training and post training forms as well as the feedback forms at the end of every session. All aspects of training are measured on the regular basis.



Post Training Reinforcement

There was some homework after each session, tasks set up to put into practice what was covered during each session. The task was discussed at the following workshop to help put things into context. We also received the printed materials as a reference guide, tailored exactly to the sessions.

Trainees can always call our number **020 3696 2796** or email coursehelp@psalltraining.com.



“Thanks so much for your insight and all the training and explaining of importance on the being open about different perception at work. I think everyone is more aware of themselves and others around because of the training, so many thanks. “



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