

Our work with... public services

We really enjoy working with clients in this sector, supporting their work in constantly changing and challenging environments.

And it helps to have a really experienced Practice Lead in Amanda Dudman to guide many of our larger projects. A published author, she designs and delivers facilitation sessions, focus groups, team development, personal effectiveness skills training, customer service training, performance management and appraisal skills training, and specialist leadership and management programmes focused on soft skills.

With the help of Amanda and an extended team of expert facilitators, trainers, coaches and subject-matter experts, we've supported more than fifty organisations in this sector over the past few years. Half of them are borough, district or county councils (including half-a-dozen large London boroughs), the remainder a mix of housing associations, NHS bodies, fire and rescue services, and other public, statutory, civil and regulatory organisations.



Amanda Dudman

1 Management and personal effectiveness

We have a wide range of programmes available for delivery without the client incurring any expense on learning design. Equally, some clients prefer a bespoke solution. Either way, from a list of more than fifty titles, the fifteen most popular subjects recently (each delivered for multiple clients) have been:

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| Coaching skills for line managers | Management essentials |
| Confidence and assertiveness | Meetings management |
| Creativity and innovation | Minute Taking |
| Emotional intelligence | Motivation skills for managers |
| Honest conversations | Presentation Skills, TED-Style |
| Influencing skills | Report writing |
| Making the most of your time | Stress and resilience |
| | Time management |

In addition, we have also delivered a significant amount of one-to-one coaching and more than a few team identity days.



2 HR issues for line managers

This is a significant specialism for us and we are blessed with an expert HR team who are kept busy designing and delivering often bespoke sessions for our public service clients. The ten most frequently requested topics over the past couple of years have been:

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| Capability | Managing sickness absence |
| Discipline & grievance | Performance conversations |
| EDI | Performance management |
| Getting performance back on track | Recruitment and selection |
| Managers toolkit training | Workplace Investigations |

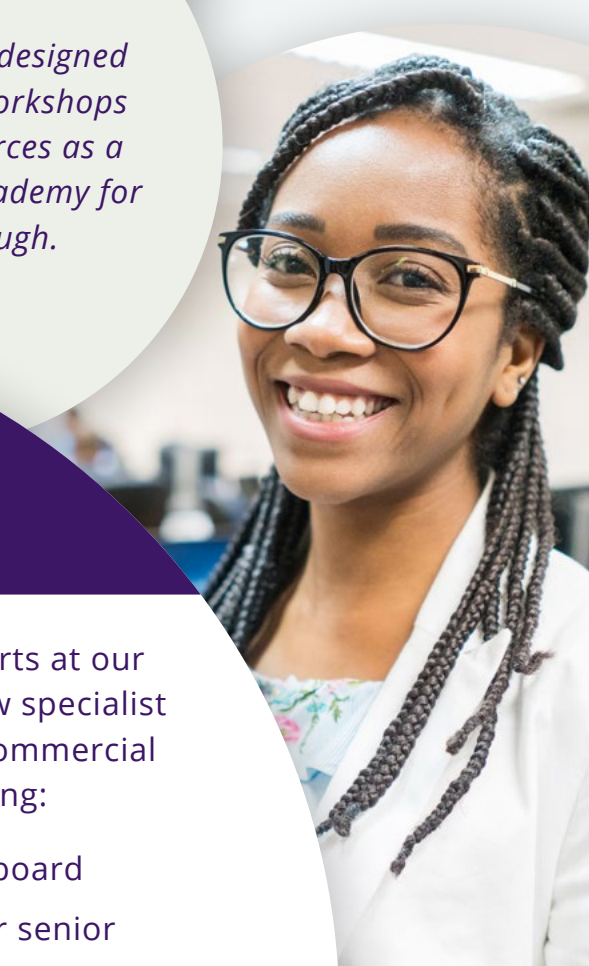


3 Customer service

Largely through our sister brand, The Customer Service Training Company, we have delivered a huge number of sessions on customer service for public services clients recently. Some of them have been tailored for specific teams (eg, highways, libraries, debt recovery, pensions, business support, even senior management) whilst others have focused on specific skills or situations:

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| Dealing with difficult customer situations | GREAT customer service |
| Dealing with difficult telephone conversations | GREAT Resilience |
| Delivering complex or difficult messages | GREAT writing |
| Embedding great customer service | Reception perfection |
| | Supporting a service culture |

We've also recently designed an entire suite of workshops and learning resources as a Customer Service Academy for a London borough.



4 Specialist topics

With such a wide-ranging team of subject-matter experts at our disposal, it's no surprise that we've delivered quite a few specialist topics for public service clients recently, especially in commercial / procurement and project management, including:

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| Business project management | Finance for the board |
| CDM regulations | Health & safety for senior executives |
| Chairing skills for Elected Members | Excel |
| Commercial awareness in the public sector | Introduction to project management |
| Commercial instinct | Relationships with Suppliers |
| Construction project management | Soft skills for the procurement and contracting team |
| Contract management | Specification writing |
| Developing effective scopes of work and specifications | Train the trainer |

We've been working in the public services sector for the past twenty years. We 'get it'. So if you've got a development need and could use some external support – whether in management skills, presentation skills, customer service, workplace investigations or any one of the hundreds of other topics we can cover – just pick up the phone.



Give us a call now on **01582 463460** to find out how we can help you with top quality training that might also help spread your budget a little further than you expect.