

Training for success

The preferred service provider...

Training For Success has become the preferred service provider within a number of arenas, including retail, leisure, security, local authorities, finance and central government.

For some, training and development is seen primarily as a cost, in some cases, a significant cost. Add elements of health, safety and security to the equation, and the eyes of budget holders and the executive may begin to glaze over.

To be successful, quality training interventions need not only to provide the necessary individual skills but must also be a proven investment within the primary business function, be it the reduction of loss, enhanced profits or superior customer satisfaction.

Training For Success has established successful partnerships with a number of high profile clients throughout the UK, providing effective solutions to both commercial requirements.

The Personal Safety range, embracing the handling of conflict and aggression through to the specific nature of robbery, has become a core requirement for a number of high profile UK clients.

Department for Constitutional Affairs – court security officer training

Training For Success is proud to announce that, following the successful award of the contract for provision under the auspices of the Courts Act 2003, the training of staff has commenced at the Royal Courts of Justice in London.

Robert McHarg, Programme Director, commented: "This training programme represents a vital contribution to the skill base required for the staff who serve within the high profile courts of England. Due to the present climate, the course content and style of delivery has been

designed to equip staff with pragmatic approaches to the security of key locations within the capital. The award of the contract represents another endorsement of the quality of the Training For Success brand."

The highly participative programmes successfully integrate both personal and business objectives. Preventative measures provide pragmatic ways of minimising the likelihood of dangerous situations from happening in the first instance, whilst the management of real events identify time-efficient resolutions and effective ways of dealing with persistent trouble-makers, who are arguably responsible for the majority of outbreaks of violence against staff.

"Working in partnership with Training For Success Limited, we have delivered a Customer Care Programme to our organisation, providing our staff with the knowledge, skills and behaviour needed within a customer focused organisation, and, as a result, they have been able to deal competently and confidently when faced with aggressive and potentially physically threatening situations."

Diane Warwicker – Corporate Training Officer, Wokingham District Council

However, external factors do not represent the complete picture, and threats from within can have a major impact on staff morale and customer perception.

This most vulnerable and challenging area of management responsibility has been significantly supported by the Training For Success two day Investigative Interviewing Programme. This Programme equips managers with the requisite skills necessary to plan an internal investigation, gather appropriate evidence, and conduct an ethical interview that integrates policy,

the needs of relevant staff associations and the requirements of potential employment tribunals.

Immediate and highly successful outcomes have been achieved, including the additional benefit of some of the course principles being successfully applied within the arenas of recruitment, appraisal and external prosecution.

"Although an experienced interviewer, I learnt a great deal. The structure of the course provided a good balance of input and exercises – a very professional training input, which will transfer well into practical application."

Richard Lee – Senior Community Environment Officer, Hounslow Council

Other products continue the trend of providing cost-effective solutions to other vulnerable areas, including drugs awareness in the workplace and developing positive customer relations.

For organisations keen to further their staff development, key programmes are endorsed by the Institute of Leadership and Management, and accredited by the Security Industry Training Organisation.



Ian Kirke
Managing Director
Training For Success Ltd
Royal Albert House
Sheet St
Windsor
Berkshire SL4 1BE
Tel: 0870 114 9999
Fax: 0870 114 9998
info@training-for-success.co.uk
www.training-for-success.co.uk