

CORPORATE CAPABILITIES OVERVIEW



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Progress International Ltd – Improving Performance Through Long-Term Behavioural Change

Progress International has a reputation for producing results. This is based on our clients' confidence in our ability to work with them to achieve their objectives. We pride ourselves on our highly experienced team who in conjunction with yourselves can enable you to achieve individual, team and organisational advancement.

Whether you have identified the need to change behaviour, mindset or attitude, or wish to reinforce or implement a strategy, policy or procedure, we will make it happen.

Our success is due to our belief that whether you are looking at implementing a new process or wishing to change the performance of your people, your workforce will not support change unless they understand it, have confidence in the changes you require and have the personal motivation & willingness to support it.

Our History And Approach To Training

Our Development Consultancy was formed in 1988 specialising in providing and in-company tailored workshops covering Leadership and Management, Service Improvement, Sales & Marketing and Personal Development projects. Much of our work focuses on leading organisations through positive and workable change and supporting that change with appropriate skills, tools and processes.

This has proven very successful and many of our customers have already reaped the benefits.

We recognise the very exclusive nature of each individual and the organisations they work in.

We recognise too the diversity of ways in which a development issue can be perceived and the many solutions that could be applied. Equally, we recognise that each organisation is in a particular stage of development and its culture will reflect that.

Our job is to empathise with the current culture and situation, understand your people and your goals and be able to connect seamlessly, leading your organisation to achieve its next objective and to go beyond.

We know that there are lots of products and ideas out there that will work in some circumstances but not in all.

It is for that reason we have consciously fought against developing a 'highly marketable trade-marked package' and then attempting to maximise market penetration with it. Our solutions will be designed primarily to suit your needs, not our convenience or our shareholders returns.

That doesn't mean though that we will shy away from recommending an off-the-shelf learning solution where appropriate and cost effective for you.

Our services can be split into 3 main areas, which are:

Open Courses



With our Portfolio of over 30 Practical Training programmes covering:

Management, Leadership, Sales, Customer Services, Call Centre Development, Debt Recovery, Performance Coaching, Project Management, Business Skills & Personal Development.

We are well positioned to support your individual development needs as they arise.

Our open course programmes are designed to be fun and practical but equally designed to challenge your people's thinking, behaviour and personal motivation.

To ensure that your people have the confidence, self-motivation and desire to implement the learning, our workshops cater for a maximum of 8 delegates.

This enables the trainer / facilitator to interact with each participant so as to ensure that learners can implement their new skills, in their specific workplace, as soon as they return.

Client Specific Solutions



Client Specific Solutions - Our client specific programmes can be categorised into four core streams, which are:

In-Company Training - Programmes taken directly from our open course portfolio for specific clients, with minimal modification to ensure that the practical aspects of the learning are client relevant.

In-Company Tailored Training - Developed following assessment such as a training needs analysis, 360-degree feedback or a client specific brief, utilising our extensive resources library, which are fine-tuned to achieve client specific challenges.

In-Company Bespoke Training Solutions - Unique content developed to support and embed a client specific strategy, process, procedure or methodology.

Accredited Training - Programmes mapped to the national qualification framework or tailored programmes quality approved by an institute such as the ILM.

Elearning/Blended Learning



With an extensive portfolio of over 1700 courses online covering:

Soft skills learning such as management, sales & marketing, customer services, project management, finance, communication & HR

Compliance Training – data protection, freedom of information act, health & safety and anti money laundering

End User IT Training – ECDL, Clait, Word, Excel, PowerPoint, SAP, Lotus Notes, Comptia A+

Technical IT Training – MCSE, MCAD, MCDBA, MCSA, CCDA & CCNA

Our elearning solutions are offered across two learning platforms

Want To Learn IT – offers pre course skills assessment & management reporting

Skillbites – offers online appraisal, 360-degree feedback, competency assessment, PDP's, learner tracking & bespoke content creation.

Delivery Methods

Our resource allows you to take advantage of any combination of the following services that we have used successfully in the past:

Facilitation Workshops

We have run many facilitation workshops focused on specific business, performance or behavioural issues. These have covered everything from Inspirational Leadership and Emotional Intelligence through Performance Management to specific Problem Solving, Teambuilding, Customer Service and Sales and Business Development.

Experiential Learning Workshops

Psychologists' state that we remember 10% of what we Hear, 20% of what we See and 90% of what we Experience.

It is for this reason that Progress International utilises (where appropriate) Experiential Learning techniques where the attendees can experience fun and serious development – ensuring that 90% of the learning experience is absorbed, remembered and transferred into the work environment.

Mini-Workshops and Seminars

These have varied from half hour sessions, through two, three and four hour sessions to half-day seminars and have varied from small group meetings to company wide workshops or presentations.

Interactive and live online seminars on a variety of topics have been run for a Blue Chip client. These seminars have been stored on their intranet and are regularly referred to by employees at all levels.

Organisational Facilitation

One of our many successes in cultural change was a rare opportunity to interview all members of a company, to identify the key performance issues and sources of dissatisfaction or de-motivation. The original remit was the introduction of a performance management appraisal system, which clearly was not going to work, given the existing culture and strength of feeling.

A series of communication forums with all staff present help reconcile issues, differences of perception and help create a more collaborative and productive culture and environment. Performance improvements were agreed and the psychological environment changed significantly within two months.

These forums continue to this day and Investors in People commented that "Many Blue Chip companies would pay a fortune for this culture".

Skills Development Workshops

We offer a wide range of traditional skills development training courses covering standard material at one end of the spectrum, to bespoke workshops that focus on, develop and measure specific competences. The mix varies with pre-course work, design of specific case studies, role-play, video recording and the use of actors, where appropriate.

Feedback Systems

Getting honest and accurate feedback for all managers and employees is a challenge for any company. We have helped many organisations increase the effectiveness of their feedback systems and have successfully facilitated 360 degree feedback and designed subsequent programmes based on development needs identified. We have the ability to run an electronic and remote 360 degree feedback system.

One to One Coaching

One to One Coaching – Coaching sessions have been run mostly at executive level and a wide range of leadership, change, performance, behavioural and development objectives.

Remote Coaching

Once a development programme is completed there is sometimes a need for ongoing support for managers or directors. Remote Coaching by our Professional Coaches using telephone appointments allows us to continue the support. Remote Coaching is a time efficient and cost effective support to follow up change and development initiatives.

Supporting Your Own Development Solutions

This involves the training and support to enable your staff to deliver training, facilitation, coaching or problem solving workshops and may include identifying and supporting champions for specific issues. We have also written material and designed and produced handouts for a range of projects.

Performance Management Systems

Over the years we have provided much assistance with design and implementation of Performance Management Systems. Occasionally this has been from inception to evaluation, but often it has been to add the human elements to make a paper process come to life and produce results.

e-learning

We have a resource library of over 1700 titles and can design bespoke subjects. These cover soft skills, business skills and IT topics. In addition our unique platform offers, Full client rebranding, online performance management, appraisals, 360-degree feedback, personal training planners, automated compliance training and testing.

Blended Learning – We recognise that a combination of learning methods can increase the effectiveness and efficiency of development of staff. The most common request is for online learning prior to practical workshops for honing skills or discussing application of that learning.

Accreditation

Most of our work can be accredited with the ILM or a similar accreditation body, subject to your requirements. We feel strongly that accreditation is linked to the achievement of business objectives rather than being an academic achievement. Talk to us about how we can merge business results with accreditation.

Delivery Style

We would recommend any programmes undertaken are as practical as possible, fully involving the participants in the learning process.

Where possible role-plays are recorded and evaluated. This method, which has proven to be highly successful in the past, allows participants to see the positive changes taking place both in themselves and their colleagues. Syndicate work and team exercises ensure involvement is maximised and interest is maintained at a high level.

Having established the training objectives, we never allow ourselves to lose sight of them. Our focus is to supply results orientated training, designed to instantly make an impact when applied back into the workplace. As such we have developed a reputation for condensed, challenging, high-resolution training which hits the mark. Delegates leave our programmes with a thorough understanding of the skills involved to enhance their performance, with the practical knowledge of how to apply those skills in their working environment and the desire and confidence to put them to action.

We seek to achieve results by focusing on the picture as a whole rather than the basic requirement.

Progress International's Clients

Our approach and methodology has enabled us to work in most market sectors. To emphasis this, here is a small snap shot of clients and their market sectors, as an example.

Public Sector

Some of our customers in the Public Sector:

National Air Traffic Services (including CAA, LATCC, SCATCC, NERC)	Many various Business Development Programmes delivered since 1996
Surrey Heath Borough Council	Contract to improve the overall performance of the council over the next 3 years
Broomleigh Housing Association	360-Degree Assessment. Design and delivery of Management Development Programme
Hertfordshire County Council	3 year Recruitment development programme delivered at 3 levels from introductory to Senior HR Specialists
University Of Surrey	Business Development Programmes, including 'stand-alone' modules and Management Development Projects
Surrey Business Link (undergoing current change to SBS)	Approved supplier of Business Development Modules for the past 4 years
Investors In People	Design and delivery of Customer Care programme
Roehampton Institute	Management Development contract

Private Companies

Some of our customers in the 'private' sector:

Vodafone	A major customer service & sales development programme for 1000 staff over a 3-month period. Including devising and assessing level of competencies
Hogg Robinson	Major Health & Safety programme for Managers and Supervisors
CPM International	Design and delivery of 3-year modular Senior Management Programme and Call Centre Services enhancement programme
Sumitomo Corporation Europe	Design and International delivery of Business Development & Senior Management Programme
Ericsson	Since 1995, continuous Sales and Management Development Programmes ranging from entry level sales to senior management and director level workshops
PPP Healthcare	Team Leader, Coaching and Performance Programme

Private Small Companies

Although we do work closely with blue chip companies we also assist start up companies and smaller business concerns, such as:

Dzus	Management and Sales Training
Schottlander	Product Sales and Customer Service
Beechwood House Publishing	Management, Sales, Health & Safety and Customer Service

Training Organisations

We are known and trusted throughout our own industry for our quality, professionalism and ability to deliver bottom-line results, and as a result have assisted a number of training organisations with their staff development. Among these are:

Learning Tree International	12 month contract for design and delivery of various sales and communication development programmes
Sussex Training	Intensive 6 month contract for various sales, negotiation and communication development programmes
Henley Management College	Intensive organisational services development programme throughout the college
Assessment & Development Consultants	Advanced sales and relationship building development programmes

Progress International's Delivery Capabilities

Progress has both an employed and subcontracted training resource, which enables us as a company to act as a complete resource for our clients. The following is a snap shot of our resource:

Skill Area	Number of Consultants
Leadership and Management Development	16
Sales Development	12
Customer Services	9
Call / Contact Centre	8
Finance	4
HR	3
Personal Development	17

Please note the skill areas above are general topic areas and many specific subjects are provided within those topic headings e.g. Management would encompass anything from entry level supervisory skills through to strategic board level management or law.

Sample Topic Areas (In-House Tailored Programmes)

Management & Leadership Topics

- 2007 Workforce Strategy
- Appraisal Interviewing
- Appreciative Inquiry
- Assertiveness
- Balanced Scorecard
- Behavioural Management
- Budgeting & Budgetary Control
- Bullying & Harassment in the Workplace
- Business Planning
- Business Writing
- Chairing Meetings
- Change Management
- Coaching for Performance
- Communicating for Results
- Competence Based Recruitment
- Complaints Management
- Conflict Management
- Constructive Feedback
- Creating High Performance Teams
- Customer Relationship Management
- Dealing with Difficult People
- Delegation & Empowerment
- Discipline & Grievance
- Diversity
- Effective Purchasing
- Embedding Change
- Emotional Intelligence
- Employment Law
- Equal Opportunities
- Facilitation Skills
- Finance for Non-Financial Managers
- Getting the Best out of your Staff
- Health & Safety Awareness for Managers
- Health & Safety for Supervisors
- Influencing Skills
- Instructional Techniques
- Interpersonal Skills
- Introduction to Management
- Leadership for Supervisors
- Lone Working
- Making Effective Presentations
- Manager as Trainer
- Managing Absenteeism
- Managing Change
- Managing Contract Relationships
- Motivation
- Objective Setting
- One-2-One Executive Coaching
- Organisational Change
- Performance Management
- Planning & Control in Projects
- Problem Solving
- Project Management
- Public Speaking
- Purpose, Vision & Values
- Sales Management
- Six Sigma
- Strategic Change
- Strategic Management
- Strategic Planning
- Stress Prevention
- Successful Selection Interviewing
- Team Building
- Team Leader Development
- The First Time Supervisor
- Time Management & Decision Making
- Work Life Balance

Sales Topics

- Advanced Telephone Selling
- Appointment Making
- Behaviour Based Selling
- Bid Management
- Closing Skills
- Consultative Selling
- Customer Relationship Management
- Effective Cold Calling
- Effective Telephone Selling
- Emotionally Intelligent Sales Person
- Face-To-Face Selling Skills
- Financial Awareness for Sales People
- Key Account Management & Development
- Key Account Retention
- Negotiating Over The Telephone
- NLP In Sales
- Pro-Active Telephone Selling
- Professional Selling Skills
- Proposal Writing
- Reactive Telephone Selling
- Retail Sales
- Sales Forecasting
- Sales Management
- Sales Presentations
- Selling at Board Room Level
- Selling at Strategic Level
- Six Sigma – Account Development
- Social Styles
- Solution Based Selling
- Strategising Major Accounts
- Strategic Negotiation
- Targeting Strategic New Business
- Telemarketing
- Territory Management
- Value Based Sales

Customer Services Topics

- Appreciative Inquiry
- Communications Skills
- Complaints Resolution
- Conflict Resolution
- Credit Control
- Customer Care
- Customer Relationship Management
- Dealing with Difficult Customers
- Delivering Service Excellence
- Emotionally Intelligent Customer Services Team
- Interpersonal Skills
- Managing the Customer Services Operation
- Motivating your Service Team
- NLP in Customer Services
- Professional Complaint Handling Skills
- Rent Arrears and Tax Collection
- Soft Selling Skills for Customer Service
- The Customer Service Team Leader
- The Process of Professional Collections

Call / Contact Centre Topics

- Appreciative Inquiry
- Call Centre Management
- Call Centre Team Leader Development
- Call/Contact Centre Agent Skills
- Competency Based Recruitment
- Communications Skills
- Complaints Resolution
- Conflict Resolution
- Help Desk Telephone Skills
- Induction Programme Design & Delivery
- Live Call Coaching
- Man Power Planning & Scheduling
- Managing the Customer Services Operation
- Motivating your Service Team
- NLP in Customer Services
- Professional Complaint Handling Skills
- Soft Selling Skills for Customer Service
- The Customer Service Team Leader
- The Process of Professional Collections

Finance Topics

- Bookkeeping
- Budgeting & Budgetary Control
- Credit Control
- Finance for Non-Financial Managers
- Financial Awareness for Sales People
- Financial for the Personal Assistant & Administration Personnel
- Making your Business Perform – an Analytical Approach
- Reducing Financial Risk In Business
- Removing the Fear & Mystery From Numbers
- Strategic Business Planning
- Working with Accounts Payable
- Anti Money Laundering

Personal Development

- Appreciative Inquiry
- Assertiveness
- Communication Skills
- Consultancy Skills
- Decision Making
- Emotional Intelligence
- Influencing Skills
- Interpersonal Skills
- Presentation Skills
- Problem Solving
- Project Management
- Stress Prevention
- Time Management
- Train the Trainer
- Written Communication

Human Resources Topics

- Assessment Centres
- Appraisal Interviewing
- Age Discrimination
- Back to Work Interviews
- Balanced Scorecard
- Behaviour Based Interviewing
- Bullying & Harassment in the Workplace
- Competence Based Recruitment
- Developing Competence Frameworks
- Discipline & Grievance
- Diversity
- Email Etiquette
- Employment Law
- Equal Opportunities
- Facilitation Skills
- Managing Absenteeism
- Marketing HR Services Internally
- Performance Management
- Successful Selection Interviewing
- Training Needs Analysis

This is by no means an exhausted list of skills areas we could provide but should give you a good understanding of our capabilities.

The Next Step

If there is any aspect of this document that you would like to discuss or if you would like to arrange an exploratory meeting, then please do contact Nicholas Fry Business Development Director on 0870 908 2 908 or Nicholas.Fry@progressint.com



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