

Track Record

Over the past 13 years we have covered a range of projects including:-

- Senior management team development programme in a NE local authority using Action Learning;
- Project management skills training for managers in a NE council;
- Political skills training for managers in a NE council;
- Customer care, advanced customer care, and supervisory management in local authorities in the SE and NW and a debt recovery service;
- Team health checks and repair clinics in the public, private and voluntary sectors;
- Conflict resolution training in NE NHS trusts, debt recovery service and N E Local Authorities;
- Influencing skills training for professional teams in a major international construction company;
- Tender evaluation for a consortium of 4 NE Primary Care Trusts;
- Train the Trainer and Instructor skills training for managers and employees in chemical processing and military communication organisations;
- Presentation skills training including community and public engagement within Local Authorities for members and officers;
- Personal coaching for managers in Local Government, chemical process industries, utilities companies and charities;
- Facilitation skills training for quality improvement teams in a packaging company and a timber importer;
- Employee representative training for private sector companies in medical supplies, consumer electronics, civil engineering and telecommunications, a sector skills council, an international airline, national and international charities;
- Institute of Leadership and Management accredited First Line Management Award for private sector companies and a health trust
- Public consultation in a NE community and training for the community group itself;
- Strategic planning workshops in a Yorkshire authority, agro chemical company and charities
- Facilitating an improvement plan development workshop in a Tees Valley local authority;
- Helping staff handle change in a Lincolnshire authority;
- Helping managers lead change in a fine chemicals plant;
- Helping individual professionals deal with self-esteem issues, fairness at work, conflict and career development;
- Recruitment, psychometric testing and assessment centres in the public, private and voluntary sectors;
- Conducting a skills audit for a team involved in tackling social exclusion issues in the NE, and for a North-East Wildlife Trust;
- Helping a NE authority review the customer service interface with its private sector business partner;
- Equality and diversity training for employees and managers in several NE and SE local authorities, a primary care trust and a charitable development trust;
- Providing external guidance to local authority racial harassment investigations;
- Bullying and harassment training for an international human welfare charity, defence estate personnel in Germany and the British Embassy in Paris
- Preparing a private sector recruitment agency for liP assessment and helping managers in the same agency gain deeper understanding of employment law issues and fairness at work;
- Mediation skills training for a high street fashion retailer;
- Evaluating the effectiveness of a Teenage Pregnancy Strategy Unit over a five year period;

- General HR courses (recruitment, appraisal etc) for managers and employees in local government, chemical, and process industries;
- Maintaining a community environmental play scheme;
- Participating in the selection and recruitment of a community project worker;
- Producing a Durham Heritage Coast environmental education resource for teachers;
- Arranging the annual dinner for the local branch of a professional body;
- Organising the promotion, organisation, and administration of a best practice award scheme for Human Resources in the Tees Valley;
- Managing evening learning events for a professional body on a range of subjects, including branding, liP, and organisational change;
- Organising and leading a development weekend for the local branch committee of a professional body;
- Cultural Awareness training in a NE Local Authority, a Community Partnership, and a Tenants Board;
- Tailored skills training for a Tenants Board in the NE;
- Delivering a monitoring and performance framework to 6 Anti-social behaviour projects in a City Council and carrying out an evaluation of the cross cutting approach in tackling anti-social behaviour;
- Using learning organisation concepts to help a local authority benefits department develop its management team and significantly improve service performance (IRRV Award Finalists 2005).
- Time management training for an architectural practice and Local Authorities;
- Bespoke HR advice and guidance for a sustainable energy engineering company, charitable trust and SME's in the NE, including contracts, redundancy handling and development of staff handbooks;
- Assisting a local environmental impact and ecology company gain Open College Network accreditation and develop a bespoke venomous snakes accredited training course;
- Developing a practical environmental policy for a small construction company to assist in gaining public sector contracts;
- Helping a small local pet shop develop a series of practical workshops and education pack to be used in schools;
- Lecturing on Leadership, Change Management, Entrepreneurship, Equality & Diversity, Employee Engagement, Learning & Development, Mentoring, Performance Management and Positive Psychology in higher education to Masters level.;
- External investigation and review of disciplinary processes in large public and private sector organisations;
- Discipline, grievance, and redundancy handling in the private sector for SME's, including preparation for a successful employment tribunal;
- Interpreting personality profiles (16PF) for trainee test users;
- Providing coping with pressure and stress training to a European oil company;
- Developing multi-level training in new disciplinary policies and procedures in a large local authority;
- Providing an interactive workshop for Careers Service employees on what employers want in recruitment;
- Developing an ILM accredited programme for a corporate client of a local further education college;
- Delivering a management development programme for a large local chemical industry including one-to-one coaching sessions and ILM accreditation;
- Providing bespoke, blended learning, accredited leadership programmes for local process industries;
- Providing bespoke training in feedback skills to recruitment consultants for a national careers organisation;