



Learning into Action

Use of a professional coach and 1:1 coaching sessions to help new skills to be employed back at the work place. Action planning and reviewing to make sure learning is adopted in every day tasks. Coaching management to ensure that new skills are employed in the workplace. These are just three ways of making sure that individuals translate learning from a training course into action within the job and thus become more effective.

Issues

- Training has limited impact
- Staff forget messages quickly
- The job is not done differently
- Money spent on training has little impact

Benefits

- Training is reinforced
- If reinforced often enough learning can become second nature
- Value gained from initial investment in training is increased
- Individuals become more effective
- Effective use of resources

The product in action - a case study

The Client

A facilities management company

The Need

A manager had experienced various development activities in the past; however the MD hadn't seen any visible improvement in the manager's performance.

What we did

Following discussions with both the manager and the MD, Chris Lloyd recommended to the MD the key activity that would make an immediate improvement to the manager's performance.

Agreed to follow up activity with the manager through 1:1 coaching sessions, action planning, and post review and feedback sessions.

Worked with the individual until the new skill had become second nature, and produced progress reports/feedback for the MD

Consultant(s): Chris Lloyd

How the client benefited

The new skill was integrated into the manager's tool kit to the extent that they didn't feel clumsy in using it. The new skill will therefore be used again and again.

The time spent learning the new skill is bearing fruit. The company is now seeing the benefits of its investment.

MD is now coaching further managers in the same style to ensure any development/new skill gets employed back at the workplace.

Resources, time and money are now spent effectively.

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