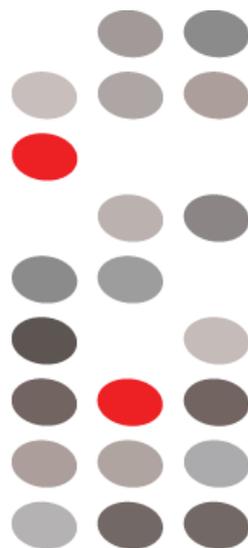


Grow Development Solutions

Working in Partnership with 'T. Bailey Fund
Services' to Design & Deliver
A Bespoke In-House Management Programme



TBFS

Developing Our PARTNERSHIP

We were very pleased that this partnership was born out of a recommendation from someone we had worked with in two different organisations, who had recommended us to the HR Manager at T. Bailey.

From our initial conversations over the telephone, we spent time to understand what T. Bailey wanted to achieve from the management training programme. After our discussions, we prepared our proposal, which we presented to the senior executive team at T. Bailey. At the meeting we learnt about the journey T. Bailey has been on and why now was the right time to introduce a more structured approach to management training into their business and what goals it was to help them achieve. It was an 'all cards on the table' meeting, so we got to know about the challenges faced by some of their managers and how the training was to be designed and delivered in a way that would give their managers the confidence and skills to deal with people issues and how to achieve high-performance across all teams.

Once the final content and structure was agreed, we shared with T. Bailey the detailed plan for the two-day programme. To help support to personalise the training for the two different cohorts who would be attending the programme, we also got feedback from every delegate about the challenges they were currently facing and what their own personal objectives were for attending the programme. Whilst we already had a structured programme designed, this allowed us to make additional small tweaks to make sure the programme content would meet the needs of the individuals' attending, as well as meeting the needs of the wider business.



Delivery & FOLLOW UP

The 2-day programme was delivered to two cohorts (December 2019 and February 2020) and even during delivery, we decided to make another amendment to the programme, due to some input and feedback from some of the delegates. We hadn't originally planned to include a topic on managing change, as other areas were more of a priority and there was already a lot to get covered in just two days! However, through other activities and conversations with the first cohort of delegates at Day 1 of their programme, we soon realised that change was an important area for us to add to their programme – so we did!

The team at T. Bailey were a real pleasure for us to work with and we felt like 'part of the family' right from the start! They were open, honest, engaged and above all, welcoming to us, allowing us to effectively support them to develop their skills, knowledge, and confidence. We had amazing support from the onsite admin team who made sure our training days could run as smoothly as possible – Amie, who facilitated on this programme was always welcomed with a cup of tea and there were always plenty of biscuits waiting on arrival – what more could we ask for?

We also worked with T. Bailey to design and deliver another training programme, this time focusing on delivering high levels of customer service, again, more business with a new partner tells us that we must be doing something right! We hope to continue our relationship with T. Bailey throughout 2020 and beyond and support them to further develop their coaching and development opportunities for their managers and executive team.

"Excellent course. Trainer was excellent and very supportive. Helped me think about positive ways i can change my management style."

"Amie is one of the best presenters I have seen in a long time, she is knowledgeable and also relatable. I felt very comfortable in her presence and I could talk to her freely without feeling judged. I found it very useful to look at real examples and how to deal with them. Also has improved my confidence, this was an unexpected consequence."

"A brilliant opportunity to learn something I really needed help with in a friendly and fun environment."

"Really enjoyed it and would love to do more/different areas! Would suggest the whole firm do courses. Thank you Amie!"