

ompany Training Solutions

Alison Jardine
Business Services Manager



Company Training Solutions

Company Training Solutions is the business development unit of Dumfries and Galloway College and has been established to meet the following key strategic aim:

- To respond to the business development needs of local employers and the wider business community.
- To develop strong working relationships with local employers



Company Training Solutions

Our Strategy is Based on:

- Quality not Quantity –
only promise what we can deliver
- Efficient systems
- One point of contact
- Flexible delivery – any time, any place



Company Training Solutions

Starting the Development Process

Discussions took place to help us understand the changes to the delivery and culture within the service.



Company Training Solutions

The Aims were agreed:

- Support staff through a period of transition
- Establish a customer care approach in the new environment
- Become a more effective team member
- Develop preparation and planning skills
- Adopt appropriate sales techniques with a range of customers
- Improve verbal and non-verbal communication
- Build confidence in the new product and environment



Company Training Solutions

At this point the strategy for delivery was also agreed, sessions would include:

- Individual, pairs & group work
- Interactive, varied, focused activities
- Contextualised for Meal Deal working environment
- Use own experiences – reflection and learn from each other
- Supported approach to recognise own strengths and build confidence



Company Training Solutions

With the Aims and Strategy agreed a draft proposal for the content of the day was put together with the main topics for the day:

Understanding the Product

Customer Care

Effective Team Working

Preparation & Planning

Sales Techniques

Communication Skills



Company Training Solutions

A second meeting took place to present our draft proposal for the content.

Further clarification was given regarding content, some relevant examples were provided for exercises or discussion topics.



Company Training Solutions

At the final meeting prior to delivery of the sessions the presentation was given to local managers with the exercises and discussion topics to ensure:

- Content met the aims
- Exercises and discussion topics were relevant
- The balance between topics was correct
- The level was appropriate for the audience



Company Training Solutions

To date 8 sessions have been delivered in 2 different locations in Dumfries and Galloway.

Feedback has been very positive.



Company Training Solutions

Alison Jardine

Business Services Manager

Company Training Solutions

Dumfries and Galloway College

(01387) 243804

Jardinea@dumgal.ac.uk

