



We improve the performance of our customer's human resource by designing and delivering tailored training solutions. Learning is focussed on delegates' individual training needs and the unique business priorities of each organisation.

Overview

We work in collaboration with our customers to ensure that we establish a clear link between their corporate objectives and the training intervention we will deliver. This will vary from organisation to organisation but key themes for management development will include some or all of the following:

- Shaping the Market Environment
- Setting Strategic Direction
- Creating Change and Innovation
- Engaging and Inspiring People
- Driving Superior Performance
- Simplifying the Complex
- Embodying Professionalism and Integrity
- Focusing on the Customer

We manage a team of over 100 expert trainers and consultants who specialise in delivering a range of generic and bespoke training solutions for our diverse client base.

Our service

Consultancy

We are able to offer consultancy services at each stage of the learning and development cycle

- Benchmarking
- Gap Analysis
- Design
- Pilot
- Delivery
- Evaluate

Facilitation

A facilitator's role comprises three core principles: leadership, referee and a neutral stance. Our facilitators have extensive experience, sector specific awareness and flexible delivery styles.

Facilitators will ensure a productive group process, whether it is mental mapping a new idea or discussing the latest employee appraisals.

Train the Trainer

A train the trainer approach enables members of your own team to gain first hand skills to disseminate information and learning. We will teach the tools and techniques of training including effective delivery, learning styles and facilitation skills.

Training Administration Services

G4S Assessment Services has a dedicated and experienced administration team responsible for managing delegate nominations, joining instructions, training materials, venue sourcing, trainer scheduling and event evaluations. Our bespoke IT systems allow us to offer comprehensive management information from delegate progress to learning evaluations. Our team will tailor a support programme for each client whether we are delivering a series of events or a one off course.

Case study: Ministry of Justice (Moj)

Since 2006 we have delivered specialist induction training to Advisory Committee members so they can participate in the selection and appointment of magistrates. The Moj have utilised our services and on average we run 17 events annually, taking care of the whole administration process including; venue sourcing, delegate administration, course delivery and management reporting. We have trained over 1,000 delegates and are continue to run the courses successfully. The experience of the G4S team has ensured first class delivery, we regularly exceed our key performance indicator of 85% for satisfaction, and the comments from the delegates speak for themselves:

"From a position of 'I wonder what this course can give me after 40+ years in the work place' I went through doubt as to whether this was for me, through to the 'aah' moment of realising how it all fitted together. It is never too late to learn new skills and this course certainly did that for me."
- Comment from a course delegate



Delivering over 2400 days of training a year on a multitude of topics we inspire individuals and drive organisational success. Below are just a selection of the courses we can deliver:

Management and Leadership

- Management Development Programme
- Developing Leadership Skills
- Effective Leadership
- Meeting Leadership
- Coaching Skills
- Conflict Resolution

Teamwork

- Handling Conflict in Teams
- Myers Briggs Testing
- Senior Management Team Workshop
- Working Together

Staff Development

- Administrative Staff Development
- Management and Appraisal
- Motivating
- Coaching/Mentoring
- Competency Based Selection
- Empowerment
- Getting the Most Out of Your Appraisal
- Inefficiency and Disciplinary Procedures
- Manager as a Developer
- Performance Management
- Pre-Retirement
- Presentation Skills
- Project Planning Skills
- Staff Development Workshop
- 360 Degree Workshop

Personal Effectiveness

- Assertiveness
- Getting the Job Done
- Managing Your Workload Effectively
- Team Building
- Time Management
- Managing Stress
- Influencing Skills

Communications

- Assertive Communication
- Effective Communication
- Effective Speaking and Presenting
- Face-to-Face Communication
- Facilitation Skills
- Interviewing Skills
- Negotiating Skills
- Effective Meetings
- Professional Customer Care/Customer Service
- Telephone Techniques

Business Process

- Analytical Skills Training
- Business and Planning
- Creativity and Imaginative Solutions
- Managing Attendance
- Problem Solving
- Project Management

Managing Change

- Business Processing Mapping
- Managing Change
- Handling Difficult Situations/Conversations
- Managing Conflict
- Presenting Change in a Positive Manner

Train the Trainer

- Equal Opportunities Workshop
- Handling Negativity
- How Adults Learn
- Intervention Skills
- Participative Training Methods
- Presentation Skills
- Role Play in Skills Training
- Train the Trainer
- Training with Information Technology
- Training Needs Analysis

Equal Opportunities/Diversity/Human Rights

- Disability Awareness
- Equality and Diversity
- Bullying and Harassment
- Equal Opportunities/Diversity/Human Rights
- Equal Opportunities Complaints

Personal Safety

- Armed Hold-up Safety Training
- Armed Hold Up Video/CD-Rom
- Lone Worker Safety
- Handling Aggression
- Incident Management Training
- Loss Prevention Awareness
- Money Laundering
- Tiger-Kidnap

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