



CASE STUDY



Why did you feel there was a need to work with staff on this issue? (Team building, Motivation, Coaching and Leadership Development).

Vado: I recognised the potential need for more management development due to Vado's rapid growth. During this phase of growth we have gone from under 20 employees located under one roof 10 years ago to 130 people located in five buildings across three countries. With that growth and increased departmentalisation has come the existence of more managers who need to be able to take actions and decisions that were previously only taken by the few owners and directors of the business. Therefore there has been a need for passing on decision making power and empowerment. To achieve this I planned to create a common understanding of what the expectations of the Vado manager are, and provide managers with skills and thus confidence to perform "as a manager". Carrying this out via an 'action-learning' approach in partnership with PGS has been a major initiative towards our aim.



What did you do?

Vado: We developed an in-house six module training programme, with real application to the business. We wanted this to be a journey of learning and development over time. This is not a one off 1 day here and there training course. We planned and designed the complete programme and PGS have played an instrumental role in planning and delivering four out of six modules of the programme. PGS led the leadership and team-building module which took place in the Peak District. The way in which PGS ran this weekend event has created a lot of change and enthusiasm in our business. PGS also provided suitable trainers for three other modules with guest speakers so we really achieved an engaging and varied programme.



Why did you go down this particular avenue?

Vado: Our approach was to come up with the initial concept and aims of the programme. Then to work with external training providers who are the best in their field, such as PGS, to work with them to achieve experienced best-practice and real results. The reason we did this was to enhance the learning process and create a real learning experience along with practical business application and results.

How do the staff who participated feel that it helped them and the way they approach the business?

Vado: I have received feedback from the delegates on every module undertaken and there are written comments documented on how they will apply it to the business and what they have learnt. The results provide the following statistics: an 8.6 out of 10 rating for the programme overall, an 8.3 out of 10 rating for their objectives being met, and a 94% proof of application to the business taking place.



What benefit do you feel there has been to the business?

Vado: The business has benefited from the following:

- 24 managers having undergone a learning and development programme over eight months
- New skills learnt and practised and applied to their roles in the business
- 24 initiatives of business improvement ideas which each delegate has written up in a formal report and delivered a presentation to the team of managers and Board of Directors.
- Cross-department team work and increased understanding across the business.

'At Vado we are keen to invest in the learning and development of our people. When working with a training partner, it is essential that they understand your company and your aims with regards to training. We have worked closely with PGS for two years and they have always delivered a highly professional training experience for our staff. The level of time, commitment, personal approach and understanding of our business is outstanding.'

Sarah Williams, Managing Director, VADO

