

PRINCE2™ qualification gives project managers at Hyder the tools to win new business

Reed Learning has been designing and delivering training for Hyder Consulting since May 2006, from introductory management courses for new graduates to PRINCE2™ programmes for project teams to advanced negotiation sessions for senior management.



1. THE PROBLEM

Elena Vrabie, Training Managers, Hyder Consulting:

"Like any other consultancy business, we know that clients are won or lost based on the knowledge and competence we can offer them - the key to our current success and our future growth lies in the skills of the people we employ.

With this in mind, we don't wait for performance problems before taking steps to improve the way we operate. We've been running a cross section of soft skills and more technical project management training with Reed Learning, encouraged by past experience of tangible returns from our training investment."

2. THE SOLUTION

"Last year, a needs analysis prompted us to choose a series of management programmes, including:

- Strategic Commercial Awareness
- Advanced Negotiations Skills
- Persuading & Influencing
- PRINCE2™ for project managers.

For support staff we ran programmes in:

- Time Management
- Managing Upwards
- And arranged an admin team away day, which was great for morale

We worked with trainers to adapt everything we developed to suit our culture and the precise needs identified at appraisals. In addition, we took advantage of the Reed Learning Holding Account service, which meant an easy, admin-free process, first choice of dates and trainers and additional discounts on every course we ran."

3. THE VERDICT

"We're really proud of the courses we have helped create - having expertly designed, professional training that as been created just for us is an extremely valuable asset for the business. Delegates tell me that they frequently find themselves referring back to the course materials, which means the training delivered something practical, workable and relevant. What's more, the process was painless - we were impressed from the very start by the organised, efficient service and our account manager's dedication to understanding our needs."

"Shortly after running the PRINCE2™ training, we were successful in winning a new contract - a project worth over £200K."

Hyder Consulting is an engineering consultancy that plans and manages the development of water, property, highways, rail, defence and telecommunications projects. The company employs over 4,500 people worldwide and has been involved in a number of high profile projects, including the U2 Tower in Dublin and the Burj Dubai megatower, which has recently become the tallest man-made structure in the world.



SPECIALIST ACCOUNT MANAGEMENT

The Reed Learning Account Manager chosen for the Hyder Consulting project was Laura Marsh.

“The key to success at Hyder Consulting has been the ongoing partnership. Our understanding of their business needs has meant we can really customise courses, engage the right trainer and help maximise their training budget.”

Laura is the Account Manager for clients within the Professional Services sector and manages large scale projects for clients such as the AA, PwC and Bain & Company.

Laura has over four years’ account management experience within the training industry. Prior to joining Reed Learning in September 2005, Laura spent 18 months as a learning and development consultant for a global training organisation in the energy industry. This role required her to manage international training events for a variety of global FTSE 100 Energy companies. Laura has also worked for IBM Paris providing one-to-one coaching for their French employees.

“As our Account Manager, Laura is absolutely key to our successful business relationship with Reed Learning. Her attention to detail and willingness to engage with us as a client on every level ensures that the learning interventions at The AA meet our needs and add real value”

Janet Craig, Management Development Manager, The AA



IN-COMPANY TRAINING IS:

- Convenient – courses can be delivered at your chosen location at your chosen time, minimising your employees’ time away from work
- Tailored – a range of courses can be mixed and matched to create the programme that best meets your needs
- Industry-specific – case studies and materials used in our programmes can be selected based on relevance to your particular industry
- Brand new – if we don’t already have the course you want, we will write it for you. We can deliver a huge range of programmes, from workshops to executive coaching to 360° reviews
- Confidential – in your own location or environment, delegates can discuss real issues and use real data to learn practical, not theoretical lessons
- Expert – Reed Learning has over 30 years’ experience delivering training and access to the UK’s largest database of training and consulting expertise. If we don’t have the expertise in-house we will find it for you

THE DEVELOPMENT PROCESS VARIES ENORMOUSLY FROM CLIENT TO CLIENT, BUT AS A ROUGH GUIDE, THIS IS HOW IT WORKS:

1. Tailored requirement

You identify a training need that may not be met by an open scheduled course. Or you may be looking to run a training event for a group or whole department.



2. Contact

You call our account management team on 020 7520 6600 (England, Scotland, Wales), or 028 9024 8347 (Northern Ireland and Ireland).



3. Consultation

You’ll be directed straight to one of our sector-specific account managers, who’ll schedule a time to establish what you want to achieve from the course. With your objectives in mind, they’ll help you plan a programme that gets the best from your training budget, no matter how large or small.



4. Programme outline

Once your Account Manager knows what you want to achieve, they’ll select the most appropriate trainer who will provide you with a draft programme outline.



5. Review proposal

You can then review the course proposal, discuss the best delivery methods with your trainer and make any revisions until you are completely satisfied with the content.



6. Location

Then you just need to decide whether you want to run the course on your premises or at an external location, which we can arrange for you.



7. Feedback

Within two weeks of the training a detailed summary is emailed to you containing the trainer’s and delegates’ evaluation of the programme.

A LITTLE ABOUT REED LEARNING

Reed Learning is one of the UK’s leading training companies, delivering more courses, more often, in more locations than anyone else. We’re passionate about quality, and many of our courses are endorsed by professional industry associations. Our public and in-house training courses deliver results that make a real difference, and our clients agree: 99.8% would recommend us to a colleague.



Greater London National Training Awards 2003



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