

Case study:

Habib Bank AG Zurich

Team performance coaching inspires managers at Habib Bank AG Zurich

“Our priority in selecting a supplier was not just finding someone who could respond with the right content, but who could match content, format and delivery style to our specific culture. That’s why we chose Reed Learning - they listened and took on board our requirements in terms of training need and culture. What they delivered proved that they had genuinely understood our requirements.” **Jim Bird, Training & Development, Habib Bank AG Zurich**



Objective

The key need identified by Habib Bank AG Zurich was for heads of branches, departments and teams to increase their skills in developing and getting the best from their staff.

“We approached this training programme with a very specific development need in mind. As a consequence, we were confident that a tailored solution that met this need precisely would be better for the bank than an open training course. Our challenge was to find a provider that could deliver this.” **Jim Bird, Training & Development, Habib Bank AG Zurich Dealing with the changing external environment**

Solution

Reed Learning designed a programme for a delegate group of highly experienced and able senior managers. The course set out to challenge them to think differently about their team leadership role. To achieve this programme involved:

- A real life case study
- Exercises dealing with managerial challenges
- Tasks which enabled them to identify new approaches
- Exercises in handling their teams in the bank

Delegates left with the skills to:

- Identify key differences between leadership and management
- Develop an inspiring sense of goals and direction
- Delegate effectively & coordinate a team

Result

“I think one reason we got a lot from this course was the way the trainer didn’t just lecture at us. The structure was interactive and he combined exercises and discussion with video, presentation and group work to very good effect. The fact that the course was delivered in-house meant that we were all on-site and accessible for any issues that came up in the office, which made fitting the course in less problematic. Overall, it was excellent training. Communication has improved, motivation is up and I’m getting more contribution from the team.” **Bob Lupton, Second Vice President, Habib Bank AG Zurich**

About our in-house services

Reed Learning delivers short courses, professional qualifications, in-house programmes and outsourced training services. In the last 10 years we've trained over 250,000 people, who choose us for the widest choice of venues and dates, largest pool of quality-assured trainers and guaranteed standards of training delivery.

We offer a wide variety of in-house services adapted to your specific needs, including:

- In-house training courses
- Training needs analysis and 360° review
- Coaching – team & individual, either face-to-face or by telephone
- Flexible drop-in sessions and eLearning
- Induction & Graduate programmes
- Assessments and testing
- Blended training including MP3 and eLearning
- Leadership and executive coaching

What makes us different?

- A focus on results and on demonstrating tangible returns on training spend
- The experience to offer advice and ideas on the most effective, best value approach, always beginning with the required end result in mind
- Free observations on our scheduled open courses or a free bite-size taster session on your premises if you'd like to try before you buy
- A training faculty of 350 quality-approved trainers. All of them are recruited, assessed, performance managed and developed according to our robust trainer competency model
- Over 15 years' experience in training delivery and management, as well as one of the widest, most diverse ranges of short courses and accredited qualification programmes in the UK

What do you get?

Everything we do is focused on transferring learning back to the workplace. Every in-house programme includes as standard:

- Consultancy and advice from our expert team
- Pre-course assessment to ensure the course is fully tailored to objectives
- Full printed course materials for future reference
- Personalised time-bound action plans to help delegates commit to their development
- Access to supporting MP3 and eLearning modules
- Post-course assessment after three and nine months to monitor impact and ROI

Pricing

Our pricing always includes full account management, pre & post course skills evaluation and course materials

Standard – starting from £1,150 per day

Customised – starting from £1,350 per day

Bespoke – quote upon request

How does it work?

You can choose from any of our existing short courses if they already meet your objectives. Or we can tailor any programme to meet your specific learning needs. We will select a trainer from our faculty of over 350 according to sector experience, subject knowledge and your company's culture. Then if you want to run your training off site we will help you select a suitable venue.



Every year we work with over 1,000 organisations. Our in-house clients include:

ACCA
Barclays
Balfour Beatty
Birkbeck University
BSkyB
Cambridge Assessment
Courtts
Diageo

Lloyds Banking Group
RS Components
Taylor & Francis
TheTrainline.com
Tube Lines
UK Power Networks
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