

Impact Factory and the Public Sector



Impact Factory creates powerful programmes for the public sector to help with a variety of issues such as Customer Care, Change Management, Line Management, Leadership, Assertiveness and Conflict Management, amongst many many others.

Having worked with central and local government, police forces, fire brigades and a host of government agencies, we feel we have an in-depth understanding of the day to day concerns of people who work in the public sector.

The Public Sector does just what it says: it is there in the service of the general public. The Public Sector is the infrastructure that holds us together.

So, is there really a difference between private and public sectors in terms of training?

We could say things like: the private sector is profit driven while the public sector is service driven; corporations have shareholders they are answerable to while councils have taxpayers; the issues each sector faces are fundamentally different.

However, we could equally say that people are people. Whether it's a leadership issue, customer service crisis, assertiveness problems, communication breakdown, people still tend to react the same no matter what industry they're in. If people have a problem saying no, or feel under assault from an angry customer it doesn't really matter if their boss is a Board of Directors or a room full of elected Councillors.

The need to develop skills is the same no matter what industry you are in. Freshening up, learning best practise, gaining new insights are all part of becoming better at your job. There doesn't need to be a 'problem', rather, staying on top of your game is a wise and professional motivation to expand your capabilities.

With cutbacks and redundancies affecting every sector in the UK, training is even more important. Fewer staff doesn't mean less work; it means it all gets distributed to the ones remaining. Issues of maintaining good morale, managing pressure and ensuring productivity may need to be addressed.

Our unique approach to training means a little goes a long way. Couple that with our extensive experience in the Public Sector, our programmes are a cost-effective way of dealing with your training needs.



Our Ethos and Work

Impact Factory has been operating since 1991, providing tailored Professional Personal Development programmes for the private and public sectors as well as a comprehensive series of Public courses and coaching for individuals.

Founding partners, psychotherapist Jo Ellen Grzyb and actor Robin Chandler, working with their whole team, have created a body of work based on two guiding principles:

- ◆ understanding that feelings can both help and hinder people's ability to manage their everyday communication issues including how effective, enthusiastic and motivated they are
- ◆ the easily doable behaviour change necessary to take on board new skills, build confidence and develop the self

Our core beliefs underpin everything we do, which means our intention with every workshop is to keep delegates:

Awake

Engaged

Stimulated



We believe in the smallest change for the biggest impact

There is no right way: one size doesn't fit all, so no sheep dip training here

No sit and take notes type training either – people are on their feet doing

We build and develop strengths, rather than focus on weaknesses

We look for ways to move things forward

We work with dynamism, passion and empathy

We have a factory full of processes, tools and techniques so there's something for everyone

We like to have fun! People learn best when they are engaged and energised.

Public Sector and Open Courses

With cuts in public spending often meaning a cut in training budgets, a truly cost efficient way to still get the support you need is to send key people on our Open Courses.

Indeed, we have noticed in the past few months that many local authorities and government agencies are using this strategy to acquire much needed skills.

We have a wide variety of programmes to choose from (see list below) and the quality of training is of the same impeccable standard as our tailored work.

As a matter of fact, the same people who run our bespoke programmes also run our Open Courses, and workshops are always tailored to suit the needs of the people in the room. That way if you have a specific issue you want addressed, the course will be adapted to include it in the day's curriculum.

For more details on any of our Open Courses contact our Open Course Manager Michael Miller on 020 7226 1877 or email michael@impactfactory.com

Our range of Open Courses covers a vast range of soft skills topics, many of which have developed from our tailored work and many created 'by popular demand'.

Advanced Presentation Skills

Assertiveness

Body Language

Building Business Relationships

Business Networking

Business Pitching and Selling

Coaching Skills in the Workplace

Communication Skills

Conflict Management

Creative Business Writing

Creativity and Innovation

Customer Service

Facilitation and Better Meetings

Influencing and Negotiation

Leadership

Line Management

Managing Change

Media Skills

Negotiation

Performance Management
and Appraisals

Personal Impact

PowerPoint Presentation

Presentation Skills

Project Management

Public Speaking

Report Writing

Senior Management Skills

Strategic Thinking

Stress Management

Time Management

Train the Trainer

Writing for the Web

Writing Winning Tenders



Public Sector and Tailored Work

Public Sector clients have called upon Impact Factory to deliver a variety of bespoke programmes to deal with their specific issues. Here are a few stories:

Huntingdonshire District Council

Helped set up a new Customer Service Call Centre from scratch (including software design) and trained all the team leaders and team members. Huntingdonshire District Council was awarded a Charter Mark in 2008 for Excellent Customer Service.

Barnet Council

We ran a six day 'Rising to the Challenge' Leadership Skills programme for their top 100 high-fliers. Since then we have provided executive and presentation coaching for key individuals, run stand-alone Team Building programmes for their Housing Department, Train the Trainer for Learning & Development and numerous council staff have attended our Open Courses.

Epsom and St Helier University Hospitals NHS Trust

We worked with the Executive Team to help them manage the huge changes within the hospital and achieve their goal of consistent, excellent patient care.

Equality and Human Rights Commission

Worked with the Disability Rights Commission and the Equal Opportunities Commission to help them manage the changes in becoming one organisation, the Equality and Human Rights Commission. Also ran an individual coaching programme for key individuals.

National Muslim Women's Advisory Group

Created a programme on Leadership and Empowering Others for a group of inspirational and dynamic Muslim women. The focus was on Personal Impact and maintaining gravitas and bonding as a group.



Formats

Small groups, large groups, full days, half days, bite size, we can do it all. Whatever format suits your needs best, we can adapt our work to fit.

Accreditation

We award every delegate who attends an Impact Factory course a Certificate of Achievement, acknowledging their participation and completion in one of our exceptional programmes.

Every Impact Factory facilitator is fully accredited by the company's two Founding Directors, who also accredit every Open Course and training programme run by our trainers. This ensures that the courses we run offer the best professional tuition possible.

We love to talk

Face to face, on the phone, via email – we are happy to 'talk' to you in whatever format you'd like.
Our phone: + 44 (0)207 226 1877

For additional information on our Tailored or One to One work please contact:
enquiries@impactfactory.com

For information on our Open Courses please contact:
opencourses@impactfactory.com



IMPACTFACTORY
More than just training