



## Client – Checkprint, Hinkley

Checkprint is one of the UK's leading specialist printers, providing secure printing services to high street banks and the automotive industry.

### Objectives

Their directors wanted to provide its supervisory team with a tailored development programme to enable them to develop their skills:-

- To enable the supervisor team to run the day to day business
- To develop internal customer service and improve workflow
- To develop management and leadership skills of supervisors
- To develop a team ethos amongst supervisors
- To improve decision making
- To improve communication

Our approach and monthly delivery of this programme over a 12 month period used a diverse range of specialist tools including individual sessions, group work and project work to assist the development of their management and leadership skills.

The result of the work we delivered gave the delegates the resources and confidence to develop themselves and their respective teams. From bringing new ideas, processes and procedures successfully into place for Checkprint, the existing senior management team has been able to step back and let the supervisors run the day-to-day business.

Each supervisor has developed and contributed to their business objectives for the forthcoming year and working together they have made significant enhancements to the operating competitiveness of the business.

*"What makes them different from other training providers is their ability to really want to understand your organisation, from top to bottom. Before embarking on the training programme for the Supervisors at Checkprint, Richard Gourlay took time to understand what we do as a business, what sector we work in, our company objectives as well as our training objectives."* Director Comment

*"The commitment to make a difference to an organisation and prove it, through a return on investment programme is unique and shows real customer value."* Director comment

*"We have seen over the last twelve months some real tangible benefits to our business as a result the Supervisors Development Programme. Individual Supervisors have seen their personal management skills improved and new skills developed pushing their own personal development to new levels. More importantly we have developed a team of people who are now effective in working together, are capable of making operational decisions and are now running the day to day operations of the business to release their respective line managers to concentrate on other areas."* Director comment