

Stress management training boosts productivity at the Portobello Business Centre

Reed Learning worked closely with the Portobello Business Centre to design a positive, practical stress management course for all staff. In-house training allowed the team to discuss real issues and find some practical answers.



1. THE PROBLEM

Jenni Mullings, HR Manager, Portobello Business Centre, says:

"I wouldn't say we were necessarily a more stressed organisation than any other, but as a team we'd started to experience a shared sense of strain; a result of strict deadline-driven work and multiple priorities.

Some people deal with these pressures more naturally than others, but we decided to run a course in-house so that everyone in the team had the same opportunity to benefit."

2. THE SOLUTION

The course was delivered by Reed Learning trainer Mike George and covered a toolkit of ways to spot and control rising levels of stress and anxiety, including:

- Breaking the vicious cycle of stressful thinking
- Focusing your mental energy to think positively
- Preventing anger and conflict
- Recognising the root cause of all forms of stress

The staff at Portobello left with ways to:

- Manage stress for a more effective workplace
- Manage difficult people and situations more effectively
- Relax and reduce the physical health impact of stress

The course was designed to allow employees to share practical ideas and implement visible day-to-day changes.

3. THE VERDICT

"The arrangement of the course was excellent, as was the trainer. Mike George was understanding and inspiring, and the team has really benefited. We're definitely less stressed, and I've noticed improvements at home as well as at work. We've got the tools to handle the day-to-day challenges and deadlines now, and we'll continue to use the techniques to keep our team productive, healthy and happy." Jenni Mullings, Portobello Business Centre

"I can honestly say that the course has changed the way I deal with stressful situations not only at work but in my personal life too."

Portobello Business Centre is a not-for-profit organisation involved in providing useful advice to start-up businesses, and helping existing businesses grow. Chief Executive Abim Olabenjo, says; "Business growth equals business success - without growth, a new business can remain vulnerable to collapse. Here at the PBC we want to ensure that the businesses we nurture through the start-up phase go on to cope with the new challenges they will face."



SPECIALIST ACCOUNT MANAGEMENT

The Reed Learning Account Manager chosen for the Portobello Business Centre project was Susannah Park.

"The stress management training has already brought real benefits to the team at Portobello - it was a really positive programme and one that continues to deliver benefits as time goes on."

Susannah Park joined the Reed Group in 2004 as a consultant working closely with clients such as British Gas and Oxfordshire County Council. From January 2006, she decided to specialise in Learning & Development working as an Account Manager with Public Sector clients.

Susannah is the primary point of contact for Reed Learning's partnership with organisations including the WPA, the London Fire Brigade, uSwitch and the NHS

Confederation. She is also now responsible for the management of a number of business streams in the private sector including construction, retail and distribution. Susannah is completing a Graduate Diploma in Psychology and hence she combines her account management and consultancy experience with theoretical expertise.

"Ever since we began working with Susannah, I have always found her to be approachable, professional, highly organised and committed to training and fulfilling our needs. We are proud to be associated with Reed Learning."

Tracy Sheen, HR Manager, WPA



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: 99.5% would recommend us to a colleague.



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