



## TRAINING CASE STUDY

CLIENT	BRIEF	OUTCOME	CLIENT FEEDBACK
<p>Mosaic Homes was a medium sized Registered Social Landlord with the bulk of its properties in Hackney, Islington and Essex. (The Association has since merged with Family Housing Association to become Family Mosaic.)</p>	<p>The association embarked on a programme whereby all staff participated in a programme of Development Centres. The centres comprised of a half day where delegates participated in a range of activities which were designed to objectively measure an individuals' performance against the core competencies.</p> <p>A grading was developed which gave a scale comprising significant development need, development need, broadly competent, area of strength and significant strength.</p> <p>At the end of the exercise the data was organised and all staff that had scores within their reports at below broadly competent level were given developmental training to get them to the required level of competence. This is where we came in. We had designed and delivered some recruitment and selection training for the Association in the past and we were their first choice to deliver this workshop.</p>	<p>Following discussions with the HR Manager, a series of one-day training was designed to address the gaps in diversity and business awareness identified by the Development Centre assessments.</p> <p>A draft programme was produced for client comments and/or approval.</p> <p>Comprehensive delegate notes produced to accompany workshop.</p> <p>Training workshop delivered as planned to 38 staff of the Association.</p>	<p>“Letitia came in took the brief and drew up a programme to address the training needs of the delegate and that of the organisation. There was the option of feeding in to the process so what we got was a well designed specifically developed training course rather than a one size fits all approach.</p> <p>The feedback from those attending was uniformly of a very high standard with people reporting that the training had given them real awareness of their own needs and what the competencies meant for them. This was exactly what we wanted.</p> <p>The whole development centre programme had been initially resisted but the training really did increase awareness of what we were doing and what the competencies meant in real terms.”</p> <p>Simon Gates HR Manager Family Mosaic</p>