



Case study | **London Borough of Newham**
Learning and Development Team

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Project Overview

SPM created a range of one and two day management training workshops for Newham's Learning and Development team. The workshops were designed to deliver key elements of Newham's "Manager's Toolkit" programme addressing the essential management skills of Managing Sickness Absence, Managing Conduct, Managing Capability and Recruitment and Selection.

SPM designed a suite of five workshops for Newham managers and successfully delivered these over a period of two and half years.

The contents of each workshop were carefully created to ensure all training matched Newham's requirements accurately and equipped managers at all levels to manage their staff effectively. As well as developing the people skills of managers across the organisation, each workshop ensured delegates understood the legal context of managing staff and how to apply Newham's own procedures to best effect. Practical exercises, group work, case studies and role plays were all used to bring the subjects to life and ensure the workshops remained energetic, interesting and offered a range of learning styles.

Over the duration of the contract SPM delivered 110 separate workshops equating to 1180 delegate days. Feedback from managers shows 95% of delegates were either "totally" or "very" satisfied with the quality of training provided.

Steve Engwell is Newham's Assistant Head of HR, Learning and Development. He says that SPM "became a key consultant working with my Learning & Development Team to deliver these 'mandatory' workshop events which formed the basis of the Council's 'Manager's Toolkit'. These courses were run regularly in all subjects each month, and the evaluation feedback showed a consistently high success rate throughout the year. In effect, Sarah has helped to embed these new procedures firmly into the Newham culture."

Comments from just a few managers about SPM's workshops:

"Thorough; fantastic trainer and very clear course materials".

"Very holistic and comprehensive, informative and thought-provoking, helpful and interesting".

"Raymond is extremely knowledgeable and a very effective trainer".

"Very well structured, informative and relevant to my role".

"Excellent, good mix of theory and practice. Sarah explained topics well and made it interesting. Panel interview role-play really gave me a taste of what it will be like to conduct the real thing".

Steve adds "Sarah is a true professional who takes her work seriously and will always strive to do her best. Totally committed, dedicated and loyal to whoever is fortunate enough to be able to commission her services. Working with passion and always looking to deliver 150%, it can be contagious with staff she works with and so she has also enhanced employee engagement when working with the HR team. Sarah seems to thrive on pressure and is capable of delivering on big projects and huge workloads. She clearly enjoys the challenge of being given great responsibility and secures pleasure from the positive outcomes she invariably achieves".

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