

Learning Events

In collaboration with Potential Consulting and other network partners, Amy Barnes Consulting has been involved in the design, development and delivery of a range of training and learning interventions:

- Delivery of accredited leadership programmes
- Design, development and delivery of bespoke team leading programme
- Research, design and development of a national programme of customer service training
- Design, development and delivery of a series of development centre for government agency
- Delivery of business skills workshops
- Design and delivery of blended learning
- Support for specific business changes such as restructures, customer experience initiatives and rebranding.

With 15 years experience of learning, training and facilitation coupled with access to excellent network partners, clients have access to a broad range of capabilities.

ABC's approach

The usual approach is:

- Client briefing
- Agreement of terms of reference
- Develop an appreciation of the operating environment of the learner
- Design with the practicalities of the learning environment and learning styles in mind
- Development of materials
- Sign-off
- Delivery of interventions
- Review
- Evaluation

From experience, the more effective and successful interventions are the ones where clients have an active involvement throughout all the stages listed above.