

Managed Outsourced Training

Are you looking to sell more, provide better customer service and make more money whilst keeping costs to a minimum? If so then our Managed Outsourced Training Service may just fit the bill.

Most businesses we talk too don't have the time or resource to deliver a joined up training programme that is aligned to their business ethos, strategy and philosophy. At Train to Win.tv we take care of all of it. Whether its managing a complex training diary of vendor specialisms or defining and delivering a transformational customer service excellence programme, we can manage it all.

What do we do

Using our 5 step approach to providing training we guarantee results. Our continuous improvement ethos ensures that we never settle for second best. We help you to define and deploy a strategy for your people or partners.



A typical engagement typically consists of:

- Initial assessment – 3 days
- Produce Gap analysis report & recommended programme
- Work with leaders & agree the ethos & individual requirements
- Delivery of initial programme
- One on One call and email coaching programme
- Monthly reporting on individuals and area's
- Assess output and agree next programme
- Typically each one of these is a 12 month programme

What's included:

- 3 day assessment with initial appraisal
- Provide full training strategy for the period
- Creation and management of training diary\calendar
- Creation of specific training matrix
- Liaise with external 3rd parties to provide all services including TTW.tv
- Book & manage accommodation
- Provide monthly management reports
- Collate and manage feedback from attendees
- Take away collateral and access to knowledge library

"We have been working with Train to win tv over the last few months, and in particular Julie Mills. Julie has delivered our corporate induction programme and a customer services workshop, which is being rolled out across our business. We are now working on a strategy with Julie to ensure our "people" will receive the adequate professional development to allow them to transform from being "Good to Great". Julie engages with all our staff in a very individual way."

Helen Chamberlain - Group HR Director at Nine Group

"I have all had a couple of Call Coaching sessions with Julie, personally I find them very uplifting, and wished I had a bit of Julie every day. She really makes me think about what I am saying to our Customer. She is very perceptive and picks up all my little ticks in a constructive and friendly manner."

Mary Harris - Service Administrator at Nine Service

“
**Deciding what
not to do is as
important as
deciding what
to do.”**

