

Business Support Case Study



Delivery organization and name of support project: Calderdale College, Skills Support for the Workforce

Name of business: Zinthiya Trust

What support have you provided to the business? Gillian Coleman joined the Zinthiya Trust, helping to run the office and training café next door. "It was great to be back working," explains Gillian, "But it was the first time I had ever managed staff, and I had a team of 15 staff and volunteers to oversee. I felt I lacked certain management skills to effectively do my job, such as confidence in myself, and knowing how to encourage and praise staff to get the best from them." The Skills Support for the Workforce project offered free professional leadership and management training to help raise productivity and boost business growth."

How has the support improved the business? Since undertaking the course, Gillian has gone from strength to strength. As well as improving her communication skills, her confidence has improved and opened up new work-related opportunities. She supports her team well and delegate jobs to others, rather than take on all the work herself. Gillian said "The course has given me more confidence when talking to people I don't know, which is a skill I had lost during the 16 years I raised my family at home."

Leadership and management skills training can improve your ability to adapt to a rapidly changing business environment nurture a leadership team for the future and become an employer of choice for emerging talent.

The Calderdale College Skills Support for the Workforce project ended in March 2018.

Visit <http://www.llepbizgateway.co.uk/hiring-training/funded-training/> to find out about other free skills and training support for your business

