



power[™]
TO ENABLE BUSINESS



Co-develop Learning Strategies To Drive Your Business Goals.

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At Power To Enable we are totally single-minded about the projects and responsibilities we undertake on behalf of our Clients. Where possible we believe in enabling you to become independent and self-sufficient by co-developing learning strategies that you can take forward with your own resources to drive your business goals.

We do this by :

- Taking time to know and understand your business
- Understanding your goals, processes, culture and values
- Offering specialist training that you can not deliver yourself
- Providing professional resources that you do not need to keep in-house
- Developing long-term relationship with you

We enable our clients to :

- Win more new customers
- Delight and retain more existing customers
- Maximise the value of every customer at each touch point

You will see which clients we have helped to achieve this.



Translate Learning & Development into Performance Improvement

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1. Consultation

At the outset of a project it is necessary to establish clear terms of engagement and the desired outcome. For some of our clients an initial meeting is all that is required to get the project started and for others a more detailed consultation period is required in order to clearly determine the performance development needed.

Consultation can take many forms that include 1:1 interviews, on the job observation, data analysis, staff surveys, attending meeting, mystery shopping, listening in, customer surveys etc.

Once the fact find has been carried out we then propose the best learning and development solution for the business, which will have defined goals, definition and criteria. The content and format will then be agreed which will take into consideration operational demands, timelines, budget, infrastructure and culture.

The consultation phase ends with an agreed and well-defined performance development need that will be addressed through the training.

The learning and development approaches vary greatly and you can read more about these under Phase 3 - Delivery.

2. Design & Development

At Power To Enable we are expert in developing tailored solutions that are specific to your company or team requirements. To do this we use information gathered during the consultancy phase. Incorporating information gathered in this way adds value and encourages buy in from the employees later on during the delivery phase.

The programme content is designed to have a balance of theory and practical exercises with the emphasis on mirroring real work situations for maximum impact. It is important to create the right learning environment and approach to ensure that the lessons learned translate to performance improvement and of course this comes in all shapes and sizes!

3. Delivery

Our training is focused on experience and improving performance. The methods we use are a mixture of traditional training methods, experiential training which can be indoor or outdoor, workshops, modular training programmes, conferences, one to one coaching and more recently by using our 'POWERFULL' sessions which are becoming increasingly popular. Please give us a call on 01442 828688 to find out more about any of these.

4. Implementation

Everything we do is about translating learning into performance improvements and as a result of this many of our clients elect to underpin the training with a post training 'on the job' coaching programme.

These programmes allow us to work with you, not only to improve the performance of your teams but also ensure that your team leaders, coaches and managers continue to improve team performance in the future. This is particularly important on a large-scale project where considerable changes in working practice are required.

This phase ensures that the new skills acquired are embedded in such a way that accelerates them to become 'business as usual' as soon as possible.

5. Evaluation

To ensure the best possible return on investment, we can evaluate the impact of the training on your business. This may involve a simple discussion and investigation of changes or if required a more in depth evaluation project where a comparison of results and data from consultation phase is used to identify the performance improvements.

You can see the clients that have benefited from working with us on this 5-step approach.

OUR 5-STEP PROCESS





**Excite
Deliver
Perform**

Excite Deliver Perform

At Power To Enable we are able to:

- **Excite...**
your teams and individuals by delivering tailored solutions that create the desire to learn and the will to apply. Nobody knows your business the way you do. You know what you want to achieve. You know what you need your team to do. We will help you find the best, most sustainable and exciting way to develop them.
- **Deliver...**
outstanding results and value for money: We see it as our job to make sure that you get the training programme that best meets your needs, tailored to the situation, delivering the desired results.
- **Perform...**
measured improvements that immediately impact on the bottom line!

**Our business is developing people.
Our business is delivering results, is yours?**

**We can support your business to drive the results you are
looking for by enabling PEOPLE, PERFORMANCE and
PROFIT improvements.**

Get a Burst of Power



Get a Burst of Power!

Are you finding it impossible to take time out to attend training?
Are you unhappy about rising travel and accommodation costs?

“Our POWERFULL sessions could be the solution to your problems.”

At Power To Enable we run a number of action packed 90-minute sessions providing the learners with practical tools and techniques that they can immediately apply to the workplace.

It is possible to utilise these sessions to provide one of the most cost effective training solutions on the market. Each session can accommodate up to 20 people and often provide a unique opportunity for different departments and levels of staff to work together. These sessions can take place at your own work location or a location of your choice. They are ideal to run as a standalone session or as a ‘breakout session’ to compliment a business conference or meeting. It is possible to run up to 4 sessions in a day therefore accommodating large numbers of people with minimum disruption to the business.

Typical sessions might include:

- Customer Service Excellence
- Effective Communication
- Managing Time
- Personal Effectiveness
- Problem Solving
- Personal Impact

We will be delighted to develop tailor made POWERFULL sessions that will hit the ‘hot buttons’ in your business and / or to discuss your requirements with you.





Who they are and what they say...

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The White Company
 Ramada Jarvis Hotels
 South West Trains
 East Midlands Trains
 Epson
 H Bauer Publishing

JLA
 Microsoft
 Woolworths
 Tiscali
 BT
 United Utilities

Angel Spring
 Elvi
 The Akeman
 Andbridge International
 Air Displays
 London Community Services

"Power To Enable has been working with Ramada Jarvis Call centre for 5 years to support the training and coaching of our room sales advisors. We have benefited from their support with our induction training as well as with existing advisors coaching and development.

Their expertise lies in their ability to support our needs because they:

- Know the Ramada Jarvis business
- Understand our sales process
- Offer better sales training than we could provide ourselves
- Are a professional resource we do not need to keep in-house full-time
- Seek a long-term relationship with us
- Never seek to 'sheep-dip' our advisors but always ensure they follow-up with direct coaching or feedback to our managers regarding the coaching and support individuals' need subsequent to their training.

Power To Enable have been invaluable to us in enabling us to make rapid growth in our team size this year and we would recommend them to other telephone sales organisations for advisor training and support."

Gareth Gatson, Director of E-commerce and Distribution, Ramada Jarvis Hotels

"Power To Enable has helped us with the on-going training of our staff since 2004. Our client base is generally very affluent and often high profile and therefore excellent 'customer service' is essential to the survival of our business. I believe the training my staff has received from Power To Enable has allowed my company not only to survive but also to flourish."

Edward Thomas, Director, LCS

"I have been lucky to have been able to work with Power To Enable at two companies. In both phases they have exhibited absolute professionalism and a sense of fun. Power To Enable have created dynamic training courses for a range of staff and added enormous value. I would not hesitate to recommend them."

**Oliver Spark, Managing Director, Elvi Limited
 Formerly Managing Director of The White Company**

"At the time we bought in Power To Enable, the company was experiencing massive growth and it was clear that our staff were struggling to maintain our high levels of Customer Service. This was affecting their morale and obviously was having a knock-on effect on the customers.

Power To Enable put together, and delivered, a specifically tailored program, with the specific aim of restoring our staff's confidence in their own abilities. This was done with a clever mix of basic skills, group sessions, one on one training, all of which the staff found both relevant and inspiring.

Such was the impact that Power To Enable's consultant very quickly became part of the team, and so the trust the staff had in them was never in doubt. The number of complaints declined steeply and our Average Order Value rose as the staff transmitted their increased confidence in the service and our products to our customers.

Power To Enable has always been a tenacious fighter in their belief that great Customer Service can provide real value to the bottom line. Therefore, if you are know that your staff can have an impact on your profit, but you feel you need some help, I would strongly urge you to give them a call."

**John Mihill, Head of Customer Service & Trade
 The White Company**

"I have recently set up a company and the one-to-one coaching I have received from Power To Enable has made a tremendous difference, even after a few hours. I will definitely continue to use the coaching as 'maintenance' as I take my business forward, but what I have learnt so far I will have with me forever. Thanks."

Nicky Thomas, Air-displays.com



Meet the Experts

Meet the Experts



Juliet Power

Juliet has 13 years experience in the Learning & Development arena and has successfully managed Power To Enable for 6 years. Juliet has a strong track record that demonstrates her ability to drive business performance through developing people, improving performance and driving profit. Juliet has trained in the UK, Spain, Germany, France and Southern Ireland and has worked for a number of blue chip clients such as Microsoft, BT, Epson and a number of multi channel retailers such as The White Company and Elvi. Juliet is qualified in Psychometric Testing at BPS Level A & B and is a qualified user of the Myers Briggs Type Indicator



Ken Rennie

Ken brings a wealth of commercial experience to Power To Enable. Having worked as an Operational Manager for a Service Company for 8 years, heading up the Customer Service and Logistics Departments, he is very clear about the need to have expert, reliable and cost effective business partners.

Ken's background and results driven mentality ensures that our training and consultancy services are designed to deliver the outstanding results for our clients, which has helped shape the values that drive Power To Enable today. Ken has worked for a number of Clients such as Ramada Jarvis Hotels, The White Company, Elvi, South West Trains, East Midlands Trains and Angel Spring to name but a few.

Ken is CIPD CTP (Certificate In Training Practice) qualified and is an affiliate member of Chartered Institute of Personnel and Development.



Elisabeth Baracliffe

Elisabeth has enjoyed a successful management career in Human Resources and Training spanning 20 years, and is a specialist in the Retail Industry. Elisabeth has designed and delivered numerous innovative yet practical solutions that deliver business objectives. Elisabeth has been a key player and influencer working with some very prestigious Retail brands, such as Asprey & Garrard, Viyella, Arcadia, Elvi and Austin Reed. Elisabeth is a graduate of CIPD.



Stuart Sinclair

Stuart Sinclair is a high skilled and experienced management development trainer. Stuart has delivered training and consultancy services to numerous blue chip clients. Stuart's international experience includes conducting training courses in Sweden, Italy, Poland, Greece, Holland, Hungary and Saudi Arabia for clients in the financial and professional service sectors, as well as training foreign nationals here in the UK. Stuart Sinclair is also a member of the Chartered Institute of Personnel and Development and the City Trainers' Forum.



Anna De Vere

Anna has an extensive training and development background gained in the Beauty and Cosmetics industry. Anna spent 9 years in total working for Elizabeth Arden as a National Account Manager and latterly as the National Training and Development Manager. Anna's career in this industry spans over 18 years. She is a qualified business coach and is a lecturer at the London College of Beauty Therapy. Anna is very experienced in Customer service, sales, image and presentation skills as well as high performance coaching and management development training.



Rachel Hicks

Rachel has extensive experience in Human Resources Management. Rachel specialises in recruitment, business development, coaching and training. She has designed and delivered a wide range of training programmes for organisations within the voluntary, private and public sectors. Rachel has a wealth of experience in managing large multi-cultural teams, liaising with managers at all levels. Rachel is qualified in CIPD CTP (Certificate in Training Practice) and CPP (Certificate in Personnel Practice). She holds an Advanced Diploma in Training and Development, Post Graduate Certificate of Education (PGCE) and holds a certificate in Coaching.



Company Summary

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- Who we are:** Power To Enable
- What we do:** Learning & development consultancy including research, design, delivery and evaluation
- Our approach:** Enable business to achieve results through developing people
- Established:** 2002
- Specialist in:** Multi Channel Retail, Customer Service, Sales, Performance Management, Management Development, High Performance Coaching, Team Building
- Clients:** The White Company, Ramada Jarvis Hotels, EPSON, H Bauer Publishing, South West Trains, Elvi, Angel Spring, JLA, London Community Services, Air-Displays.com, Andbridge International, The Akeman, TM Lewin
- The Team:** Juliet Power, Ken Rennie, Elisabeth Baracliffe, Stuart Sinclair, Anna De Vere, Rachel Hicks
- Address:** Osmington House, 10 Osmington Place, Tring, Hertfordshire, HP23 4EG
- VAT Number:** 895 0395 85



Contact Us

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If you'd like to get in touch, please contact either Juliet or Ken through the details outlined below.

Thank You.



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