

Testimonial

Name of Business: Lighthouse Electrical Ltd

Your experience of the group Business Development Programme - Performance+

A lot of inter-action. Great networking opportunities where we learned from each other. A fun experience but very knowledge gaining. The advisory support sessions reinforced the learning from the workshops and helped to implement the actions agreed into the company. Great learning tools.

Your experience of Amacus

Excellent. Drove us forward to achieve IIP. Very supportive. Workshops and advisory sessions were held at good locations, did not have to travel too far. All trainers clear and helpful.

The benefits to your business

Provided a structured approach and insight into training and development. We set up key results, management structures. Introduced a bespoke induction programme. Everything is now organised, plans are in place. Appraisals have been the biggest benefit. We creatively introduced a traffic light system to clearly define for all staff members where we are with regard to goals and targets and being achieved. This system has boosted productivity. Staff are better informed, respond well to having the opportunity of having their say. They now realise and believe that they are an important cog in the chain.

We now have key management responsibilities. Everyone knows what is expected of them. Staff know what to expect from their managers, who to approach, when and why. Never had an HR side to the business, this programme gave us this structure.

Other arms of the business have now taken off. We have the framework in place to drive each element of the business forward.

A phrase to summarise your experience?

This programme and IIP have helped drive the business forward. It brought us altogether to a common goal of success.

Signed: **Mark Wilkinson**

Date: **5 August 2008**