

CASE STUDY

Nexus improves Management Skills

Nexus is one of the North's largest transport providers who had recently invested £385million in developments. Nexus recognised staff development is crucial to improve management skills and make Nexus a more efficient and productive organisation.



Amacus designed a bespoke training programme, based on the needs of the organisation and its employees. Participants were able to work towards Level 3 or 5 management qualifications from the Institute of Leadership and Management (ILM) or Chartered Management Institute (CMI).

The module based training programme covered topics such as managing teams, communication in the workplace, motivating a team and managing change.

Individuals attended workshops and completed assignments on each topic. In addition, participants benefited from behavioral profiling, emotional intelligence assessments, additional tutorial support and ongoing telephone and email support.

Results

- 56 individuals took part in the training programme
- 92% success rate for those working towards the Level 3 ILM qualification
- 75% success rate for those working towards the Level 5 CMI qualification

An outcome of the training programme expected by Nexus was for managers to develop the skills to deal with HR issues. Following the training, the company confirmed there has been a marked improvement in the way frontline leaders have handled HR issues.

HR Development Manager, Bill Collingwood said:

"Nexus choose Amacus as our management training delivery partner because of their quality and innovation in delivery; professional approach to customer and delegate support; value for money; and alignment with our core values".

To find out how Amacus can support your business through leadership and management training please contact:

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