

In-House Brochure



www.inpd.co.uk/in-house

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We Are In Professional Development

In Professional Development blends industry and academic expertise to realise high-value training solutions that are designed to meet the needs of busy professionals. Aligning our learning objectives with your professional goals, we provide everything you need to progress to your next challenge, expand your career prospects, and learn new skills.

Designed around your needs

Your In-House Training Options

Our dedicated bespoke account management team will work with you to ensure that the solution you and your business choose allows for the optimal learning experience.

- Off-the-shelf, existing programmes delivered privately for you and your team
- Part-tailored solutions using various elements of our existing programmes to create a unique programme aligned to your organisational needs
- Bespoke built programmes created and designed entirely to meet your specific requirements and customised to your business' goals
- One-to-one executive coaching

Designed around your needs

Programme Content

The areas we can cover in our bespoke content are limitless, however the most popular areas amongst our current clients are:

- Leadership and management
- Equality, diversity, and inclusion
- Wellbeing and resilience
- Coaching and mentoring
- Directorship
- Governance
- Hybrid working
- Business growth
- Finance
- Marketing
- Decision making

In-House Training

Our in-house service delivers tailored training solutions to assist businesses in achieving their goals. Unlike our open courses, our in-house offering provides completely customisable content that is built with your guidance to facilitate anything from large transformational projects to individual learner journeys.

We have proudly developed training solutions for major corporations and blue-chip companies in the private sector, including Adobe and DHL, as well as public sector and non-profit organisations such as the NHS and the Ministry of Justice. The tailored and flexible nature of our in-house service offers a unique opportunity for development for any organisation.

Three in every four of our in-house training clients have chosen to do repeat business with us; our bespoke design methodology ensures that we deliver maximum value and impact.

Delivery Options

We can help you and your business to achieve more via our interactive virtual classroom, or face-to-face in any international location of your choice. We also offer a hybrid delivery option, where you can combine these environments to suit your team's schedule. In every delivery type, our courses guarantee practical and engaging learning experiences with long-lasting impact.

Benefits

Relevant

Our team conduct employee engagement and learning impact evaluations to ensure that you can put your learning into practice straight away. We will build on our relationship over time, becoming your lifelong training partner by conducting regular future-needs analyses to make certain that your individual requirements are always met.

Hands-Free

We are happy to work with your on-site training team whilst taking time-consuming logistics off your hands. From venue and accommodation reservations to joining instructions and tutors, our booking and facilitation process is designed to cause minimal disruption to the day-to-day activity of your business.

Flexible

Frequent check-ins throughout your training allow the team to adapt course content during your time with us, developing on the areas that pique your interest. Not being limited to the curriculum of an open course gives us the freedom to design training solutions for all levels, from executives to directors.

Cost-Effective

The bespoke nature of in-house training means that the value we provide is unmatched, resulting in a larger return on your investment.

Team Building

Whether you're looking for a traditional training course or an away-day to facilitate team bonding, our in-house training solutions create unity across departments and boosts internal communications.



Our Approach

At In Professional Development, we work with a range of clients who all have different needs. Our job is to ensure that we follow a clear and simple methodology to provide the knowledge and skills necessary to drive your business's impact.

1. Consult

One of our in-house training specialists will consult with you to explore your specific needs and objectives before discussing potential approaches and solutions. This can be done in-person or over the phone.

2. Identify

We will focus on identifying an approach for measuring and evaluating our collective success before designing your tailored solution.

3. Develop

Using our extensive team of academic experts and industry practitioners, we will align an in-house training solution to your business's strategy and objectives to build you a custom programme.

4. Approve

We will present our proposal for your approval. This gives you the final say on the content, our method, and the general approach. We will make any necessary amends before your final sign-off, giving you complete confidence that your programme will have maximum impact.

5. Deliver

Whether your training solution is facilitated face-to-face or via our virtual classroom, we will co-ordinate all aspects of bookings, delivery, and attendee communications.

6. Evaluate

All of our in-house programmes are entirely results driven. We will work with you to evaluate our own performance and the impact of our intervention against your learning objectives.

Quality Management and Assurance

We have a robust quality management system in place to ensure that each of our training services are of a high standard. Our Quality Assurance team work closely with each of our partners, tutors, and facilitators to promote academic excellence, improve our standards, and enhance the delegate experience. Please note that programmes that are accredited by our external partners are subject to the awarding body's independent quality assurance procedures.

For more information on our academic partners, please visit:

www.inpd.co.uk/our-partners

For more information on our qualifications, please visit:

www.inpd.co.uk/qualifications

Tutors

Alex Firmin

Alex is a qualified occupational psychologist, specialising in leadership development, and a highly experienced educational consultant. Alex is the Associate Director for Programmes at In Professional Development, and routinely teaches on MBA programmes for the University of York, the University of Chester, and Robert Gordon Universities. For twelve years, he was an army officer and undertook several tours of Afghanistan. He has supported the development and delivery of the Army's Global Security, Leadership and Strategy programme at Sandhurst, which led to him to successfully establish the first Afghan officer training academy in Kabul. With over twenty years' experience in designing and delivering strategic training programmes, Alex is an accomplished leadership consultant with cross-cultural experience and the ability to succeed in the most challenging environments.



Tutors

Andy Bate

Andy is a qualified chartered accountant with in excess of 15 years' experience working in corporate finance and private equity organisations, where he did multiple Merger and Acquisitions and fund raising transactions and has sat on 15+ Boards.



He made the cross-over in wanting to build his own businesses and in the last 10 years, is a founding partner of a fast-growing and successful e-commerce company, and in 2019, co-founded and launched an education software business around capturing and evidencing health and well being in children. Andy is also a founding partner of the consultancy/operating partners arm of Gunner Cooke Operating Partners.

The vast amount of businesses Andy has appraised and worked with in his corporate finance and private equity career, coupled with his own "at the coalface" learning experiences of starting, building and developing his own businesses, gives an invaluable insight into how businesses and Boards should function.

Andy is incredibly energetic, hungry with a strong desire to succeed in any business he supports.

Tutors

David Smith-Collins

David is an inspirational Executive Coach and Leadership Mentor with two decades of experience in people development. He is a Law Graduate (LLB), a Chartered Fellow of the CIPD and he holds an MA in Coaching and Mentoring, a post graduate diploma in Criminology and an MA in Organisational Management and Economics.



David has worked with colleagues at all levels in organisations in sectors including petrochemicals, telecoms, IT, banking and finance, construction, aviation, higher education, ministry, transportation, security, military and customer service. He has a motivational and supportive coaching style.

With more than 30 years in policing, his career has involved strategic planning, performance delivery, security management, risk management and disaster recovery. He is an accomplished strategist. David has extensive experience of operating at a strategic level in public, private and third sector organisations, both in the UK and internationally, bringing a broad spectrum of knowledge, awareness and expertise across a wide range of subjects and disciplines.

Tutors

Dr. Victoria Smith-Collins

Dr Victoria Smith-Collins, Managing Director of Smith-Collins International, is one of our most experienced trainer-facilitators and coaches.

Victoria has over 20 years of academic and corporate experience that spans international markets. She has trained/supervised academic programmes up to MBA level (including delivering lectures, tutorials and dissertation supervision). Victoria has also worked extensively with the Chartered Management Institute, delivering programmes, examining and verifying assessment work.

Victoria specialises in leadership/management development, with a focus on strategic leadership, consumer psychology (the subject of her Ph.D), organisational development and change management. She has worked internationally for 13 years, where she has worked for an international training institute and has headed the Learning and Development function at one of the Middle East's largest regional banks.

Whilst at the training institute, Victoria grew and developed a number of professional UK based programmes (including those from CMI and CIM). She logged over 1500 hours of training/facilitation, training professionals from the financial services sector and other public and private sector organisations. Before moving to the bank, Victoria took on a senior business development role which primarily involved consulting with key clients (cross-sectors) and partnering with them to understand their development needs and tailor programmes to fulfil those needs.

Whilst at the bank, Victoria also took the role of HR business partner which involved working closely with departments on strategic change management projects. The role involved many hours of coaching at multiple levels, from junior up to senior executives. Trained as a coach through the Institute of Leadership and Management (ILM, UK), Victoria has over 1500 hours of international coaching experience that crosses industries. Executive coaching is indeed one of her passions and her track-record of results is outstanding.



Tutors

Pierson Stratford

Pierson has 15 years of experience as a consultant and facilitator, specialising in leadership, management, and coaching. He is primarily interested in the design and delivery of people development, which has inspired his use of coaching psychology to engage with leaders. Highly experienced in talent development, from managing large graduate programmes to developing international directors and senior leaders, Pierson adds value by making learning stick, turning theory into everyday practice.



Tutors

Matt Eld

Matt is an expert in marketing strategy and business transformation. He is a senior leader with over 25 years' experience of improving and growing businesses, gained from a variety of senior management roles. Matt has held MD and Director posts in a FTSE 250 organisation, Marketing and Communications agency and as a business owner. A CIM Marketer by background, Matt has amassed a wealth of commercial transformation and marketing communications experience. He is an accomplished communicator and is skilled at operating at all levels of the organisation, analyzing and quickly establishing business challenges and developing sustainable solutions. He has strong influencing and negotiation skills and can drive transformation change to success with authority and a clear vision. His broad range of experience covers multiple disciplines including marketing, communications and crisis management, commercial development, change management, organisational development, IT & technology deployment, project management and business improvement.

Matt is a director level project and transformation professional with demonstrated ability to create and translate strategy into measured operational performance improvement. He has extensive experience in marketing, customer acquisition, project management, organisational redesign and commercialization, which he has gained across direct and agency environments in Higher and Further Education, Media and Publishing and Local Government sectors. He is an accomplished leader and influencer from the boardroom to front line teams across multiple location.



Tutors

Fitzroy Andrew

With a passion for learning; high standards; committed to social causes; grounded humility; an unerring instinct for developing potential. These qualities are amongst the hallmarks of Fitzroy's 40-year career, and they continue to drive him as he develops his portfolio of work with individuals and enterprises.



He knows what it is to climb the career ladder. An HR Director at 29, a charity CEO by his mid-thirties, author of an award-winning research report, and a leader at executive and non-executive levels of SMEs and social enterprises over the last twenty years. Fitzroy has accumulated a wealth of knowledge in strategy, leadership development, coaching and mentoring.

A gifted communicator, Fitzroy is turning his talents to focus in two key areas. The first is to work with individuals to make career and life success meaningful through strengthening and expressing what he calls their 'Achievement Mindset'. This will be delivered through a tailored support package of coaching and self-presentation, and is equally relevant to employed and self-employed professionals.

The second arises out of his experience as a child of the Windrush generation, and is about helping corporate enterprises get the best from inclusive leadership. Teams in today's workplace need to know how to maximise the contribution and effort from everyone; this places a premium on relationships. The most successful teams are the most inclusive teams, and Fitzroy is highly skilled at working with groups to help them unlock high performance through inclusion.

Post-Course Engagement

Following your in-house training, In Professional Development will offer your business access to tutors, supporting literature from the programme, and an employee engagement analysis. We will also conduct a learning impact review and listen to any long-term feedback you have after implementing your learning at work.

Upon successful completion of the course, your business will receive exclusive discounted rates for all open programmes. To see our full range of open courses, visit: www.inpd.co.uk/course



Executive Coaching

After an in-house programme, it is common for our clients to solidify their learning objectives and further develop employees by investing in our Executive Coaching service.

Executive Coaching facilitates a series of one-to-one sessions with an expert coach who supports in the building of a tailored programme to enhance personal progression and realise larger business goals.

Previous clients have found that undergoing Executive Coaching has facilitated:

- An increased level of personal awareness to facilitate an improved management style
- A deeper level of learning that generates greater bottom-line results
- Support for improving specific skills that develops your overall performance
- An increased resilience when dealing with day-to-day crisis and risk
- Greater wellbeing management, creating a better work-life balance

To learn more about Executive Coaching, please visit:

www.inpd.co.uk/executive-coaching

Customer Testimonials

"I really struggle with trainers who are not passionate and/or engaging but the tutors were off-the-scale for both elements. He has a wealth of relevant experience, knowledge, and stories to share that hugely enriched the content of the training-course."

Tracie Gaston, Engineering Apprenticeship Manager, GE PLC

"Dynamic. Flexible. Energetic. I really enjoyed sharing leadership experiences and management techniques with the other delegates. I found the course was very good for developing my communication and leadership style."

Troy Francis, Head of Housing, Brent Housing

"The course was excellent. Thank you very much for all that you have done to assist me. The venue, content and tutors were brilliant and I'm leaving with a lot of new ideas that will help improve the organisations I work within."

Sean Duggan, Chief Executive Officer, NHS Confederation

"The tutor was very engaging. He clearly had a lot of knowledge in his field and whilst full of necessary content, his delivery was often witty and relaxed. He engaged well with all of us and was always on hand to assist us where necessary. I thoroughly enjoyed his input."

Andrew Hockey, Chief Inspector, Guernsey Police

Case Studies

Cadent Gas

CMI Level 7 – Strategic Approaches to Customer Services Programme

Jojhar Heer
Call handler



Jojhar Heer attended our CMI Level 7 – Strategic Approaches to Customer Services Programme in September 2021.

Jojhar Heer is a gas emergency call handler for Cadent Gas Limited, the UK's biggest gas distribution business. They manage a network of more than 80000 miles of pipes which transport gas to 11 million UK customers. They also act as an emergency call advisor.

Jojhar wanted to learn best practice in dealing with customers as well as obtain good customer service skills.

One of their main takeaways from the course was learning to take more time and to not take ownership of a customer's phone call straight away. They learned that it is important to pause and take the time to devise their thoughts and strategy before answering customer phone calls.

Jojhar found our tutors course delivery to be excellent. They each made the course very engaging and very interesting for the delegates, and they took a lot from them during the duration of the course.

Case Studies

Independent Audit Limited

Executive Mini MBA Accelerator

Hilary Cooper

Client and Business Development Manager



Independent Audit Limited provide governance reviews to companies of all shapes and sizes. Hilary worked for the business full-time, however she is now working for them in a freelance capacity as Client and Business Development Manager.

The Directors of Independent Audit Limited felt as though this was a way to spark debate among their team about where their strengths and weaknesses were as a company, and to see their individual roles in the broader context of their business sector.

They wanted to understand more about the nuts and bolts of how businesses work, how to build strong teams and processes, and how to grow for the future. They were in a transition period where the market they served was changing due to constant regulatory shifts and they needed to lead the way in helping their clients adapt.


Hilary's biggest takeaway was around values, mission, and purpose and how they underpin everything she did. She thought that it was great to learn some marketing and finance basics to give her a wider insight.

Hilary had different tutors for different modules. She enjoyed seeing different styles at work and she found them all very knowledgeable.

Overall, Hilary enjoyed the course. It was very stimulating and gave her more confidence at work. She is currently transitioning to work for her organisation in a freelance role, and this course has helped her to do so effectively. The lessons in the course also helped Hilary to address her initial objectives and challenges within her organisation.



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