



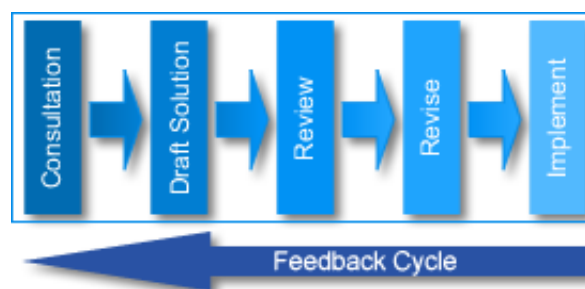
The Fuse Learning Training Methodology

Introduction

A key area of the work of Fuse Learning is consultative training solutions, covering soft skills, management development, technical training and IT applications.

We are committed to developing tailored solutions that best suit the individual requirements of our clients, guaranteeing the highest level of effectiveness.

We take the time to understand the needs of our client organisations by establishing strong communication links from the outset, enabling us to deliver powerful, effective training solutions.



Consultation

Our consultants engage with our clients to identify their aims and objectives and to gain a detailed understanding of their training requirements. Careful note is taken of the level of training required, the types of delegate at whom the training is aimed and any other issues that affect the project.

This client-centric approach enables us to react to the specific needs of our clients either by creating or tailoring a course, or by selecting the most appropriate scheduled or accredited course.

Identification of Training Needs

Delegates may have differing learning styles and each will have their own particular experiences and opinions. It is, therefore, important to ensure that each person's training needs are properly met.



We advise and assist our clients in identifying training needs and ensure that we offer appropriate programmes. This is particularly important in the training of large numbers of delegates as there can be variations in the training needs of people working within the same environment.

Course Objectives

It is essential to define the objectives of all training courses to ensure that the training delivered gives the required benefits.

We work closely with our clients to assist them in defining their objectives and to ensure that the course selected does meet these requirements when delivered.

Standard Courses

We focus in particular on bespoke or tailored courses to ensure that we fully meet the specific requirements of each client organisation. However, where appropriate we can, offer scheduled training through partner organisations for clients that require this approach (e.g. for professional IT qualifications).

Once we have a clear understanding of our clients' training objectives we can recommend a scheduled course. The volume of business that we place with our partners ensures that we receive the highest level of discount, from which our clients benefit in turn.

Specialist and Individual Training

There are times when clients require highly specialised course content or require specific courses to be run on a one-to-one basis. This enables more time to be devoted to specific issues that may be of direct concern to only a very limited number of people.

Where a course is run on an individual basis the delegate is free to raise any relevant questions or issues with the training consultant as an integral part of the learning process.

Workshops and Theatre

Workshops are ideal for groups of delegates who have individual training needs, but who would benefit from interacting with colleagues.

Workshops can include Forum Theatre and scripted role-plays as well as incorporating scenarios and examples taken from the delegates' daily roles. Forum Theatre may entail using either professional actors or members of a client's own staff to enact relevant scripted scenarios

The theatre and role-play approach to learning helps to highlight good and poor practice, to challenge stereotyping and to overcome barriers in communication - all within a relatively informal and entertaining setting.



Planning and Scheduling

Planning a training programme can be challenging. We aim to ease the process by working closely with our clients, gaining a clear understanding of their requirements and developing a programme that fully takes into account their expectations and the needs of delegates.

Draft Solution

Following initial consultations with our clients we prepare draft proposals and submit them for comment.

We are careful to take into account delegates' differing learning styles, relevant experiences and opinions where possible. All of our tailored solutions are structured so as to enable the consultant to dynamically alter the course content in response to individual delegate needs.

Feedback on the draft is reviewed, and where necessary a discussion takes place between the Fuse Learning consultant and the client, before the necessary changes are incorporated into the final course documents.

Implementation

Our commitment to our clients continues throughout the delivery stage. We ensure quality at each phase of every training programme through close monitoring of delegate feedback and ongoing communication between Fuse Learning, our consultants and our clients.

This ensures that programmes evolve throughout their implementation, guaranteeing maximum effectiveness.

Evaluation and Feedback

It is only when the training objectives of our clients have been fully met that we consider programmes to have been successful. Assessment and evaluation, by both delegates and our consultants are, therefore, essential.

At the end of each course delegates are invited to complete feedback forms. Our consultants subsequently receive evaluation reports based on the feedback, highlighting the key points. In addition we invite feedback from our clients, and all such feedback is again passed on to the consultants.

In turn, our course leaders submit their own reports to us on various aspects of the course. These include any comments on the environment in which the programme was delivered, delegate reactions to the course approach and content and any other points that might help us to make improvements to our service.

Post-implementation Review

Reviews may be carried out following the completion of the initial training programme. Such reviews can help to reinforce the learning delivered during the training course and to resolve any issues that may have arisen subsequently.



Reviews and Follow-up

Reviews can be carried out with our consultants and course leaders at an agreed time following the completion of the initial training programme. Reviews can help to reinforce the learning delivered during the training course and resolve any problems or queries that may have arisen subsequently.

Follow-up 'workshop' sessions may also be introduced to assist delegates in implementing their new skills or knowledge. Any specific issues that have arisen since the training was delivered are discussed in advance of the workshops by the client and the consultant to ensure that a structured approach is adopted with all key points fully addressed for maximum effectiveness.

Our Consultants

We have an extensive network of carefully selected consultants and trainers. They include specialists in IT, Sales and Marketing, Management Development, Project Management and Change Management. Our course leaders include people who can work with delegates of all levels, from administrative support and technical, through supervisory and middle management to boardroom.

Fuse Learning believes that there is no substitute for experience, and for this reason all of our consultants have real-world experience implementing the skills and knowledge that they teach in a working environment. This background forms the platform upon which our methodology stands, ensuring that your delegates are not honed into 'classroom theorists', but are imbued with the ability to turn their new knowledge and skills into actions that impact positively on your business

Fuse Learning Commitment

Fuse Learning helps organisations to realise the potential of their staff and maximise the benefits of their investment in people.

In today's challenging economic climate employers, whether private sector or public, cannot afford to pay lip service to the notion that people are their greatest asset. That asset needs to be harnessed to the full.

At Fuse Learning we take a 'holistic' approach, embracing the provision of a range of services which empower organisations to link their investment in people, in all its forms, to their corporate objectives and ensure that their staff are equipped to contribute effectively to a modern, strategic working environment.

We are committed to developing tailored solutions that best suit the individual requirements of our clients, guaranteeing the highest level of effectiveness.

If you would like to discuss your requirements, or any aspect of the Fuse Learning service, please do not hesitate to contact us:

Telephone: 0845 299 0283
Email: enquiries@fuselearning.co.uk
Web: www.fuselearning.co.uk

