

Service Transformation Programme – Customer Testimonials

Local Authority clients highly rate the Service Transformation Programme for its effectiveness by using a simulated, highly realistic learning environment. Regardless of the size of organisation or change project, past participants praise the programme for its effective learning. They learn transformational change techniques that they can take back to the office and use straight away. Below are some comments from previous attendees:

‘Whilst initially a little nervous of the word ‘simulation’ as this would ordinarily mean role play which is my (and many of my colleague’s) worst nightmare the effort behind the scenes to ensure that it was a true simulation of Cheesborough Council was second to none.

The simulation allowed us to be ourselves and to concentrate on trying our skills in a safe learning environment. It allowed us to make mistakes without feeling foolish, it allowed us to share attributes of our sometimes very different approaches and experiences within transformation. By working in groups and only receiving information that we specifically asked for or investigated and then feeding back to everyone allowed us to understand the bits we didn’t know, showing us that different approaches and asking different questions can send you off on many tangents, sometimes successful ones and sometimes dead ends, wasting a lot of valuable time.

The templates and models shared throughout the course will be very useful in my day to day work. I would recommend this course to many of my colleagues, especially those who have a similar ‘role play phobia’ as I do’.

Katie Beards, Transformation Support Manager, South Staffordshire Council

‘The RedQuadrant Service Transformation Programme training was a great success for us at IEWM. It was something of an unknown quantity but proved to be an extremely useful and rewarding two days for the delegates. The unique role play format was excellently orchestrated and as well as being realistic was great fun. Furthermore, the course represented very good value for money and we are now exploring the options to undertake further training for the region’s authorities.’,

Gerard Bowles, Assistant Director for Transformation, West Midlands Improvement and Efficiency Partnership

‘What sets the RedQuadrant Service Transformation training apart from other training is that you actually get to put your learning into practice as they run live business simulation exercises which are really beneficial and enjoyable. You take a considerable amount of learning away with you along with some practical tools that you are able to use in your own organisation.’,

Tracy Redpath, Policy and Partnerships Manager, Stafford Borough Council

‘A unique learning experience which provides a real insight’

Steve Lilley, Programme Manager, Black Country Collaborative Working Group

‘I value the course for the time it gives not just to get an understanding of new techniques, but to discuss their application - case studies and simulations are excellent’

‘Excellent course, very enjoyable and great trainers – knowledgeable and enthusiastic’

‘Very good course and one of the best I’ve attended’

‘The training reminded me to use the tools and techniques available to me every time, and not to lose momentum’

“Relaxed learning environment, a very engaging style”

‘I have found the 7 Ways to Save model exceptionally useful when analysing improvements and ways of becoming more efficient’

‘Very thought provoking, was made to go outside comfort zone which was great for confidence. Really enjoyable’

“The practical simulation was excellent in embedding the theory and learning; Interaction-put theory into practice”