



# Training For Success

*...minimising corporate threats*



## **Training For Success works with organisations to minimise threats.**

We provide a range of training courses and consultancy to help you and your workforce effectively deal with threats and risks to your business.

### **Training For Success Courses**

- Interviewing
- Robbery Management
- Presentation Skills
- Dealing With Kidnap and Hostage Situations
- Community Safety for Accredited Persons
- Handling Conflict and Aggression
- Management Development Programmes
- Drugs Awareness
- Customer Service & Communication Programmes

### **Training For Success Consultancy**

Examples of recent consultative engagements have addressed the following areas:

- Managing Protestor Activity
- Dealing with Major Incidents (including white powder incidents & post handling)
- Surveillance Techniques
- The Regulation of Investigatory Powers Act 2000 (RIPA)
- Defensive Driving
- Mediation
- Corporate Manslaughter Act 2007
- The Freedom of Information Act 2000
- The Environmental Information Regulations 2004

## Our satisfied customers include



*"The course has successfully been received by delegates and I look forward to a long and fruitful relationship"*

David Hatmil, Retail Security Training and Development Manager, Sainsbury's plc



*"The training delivered for senior managers for Waitrose has been provided to a high standard and we enjoy working with them"*

John Doughty, Head of Training and Management Development, Waitrose



*"The feedback from the candidates has been excellent. The training provided will be rolled out across our business in both the UK and abroad"*

John Purnell, Group Loss Prevention & Security Director, Tesco plc



*"Training For Success demonstrated their professionalism over 3 days and I considered the events a success"*

Tony Glynn, Head of Company Systems Integration, BT Cellnet



*"Attendees reported that the Training For Success courses were not only the most useful part of the entire induction process, but also among the most enjoyable"*

Jonathon Chandler, Accommodation Services Manager, The University of Greenwich



*"They are professional, they are good and they are quality"*

John Wilson, Operations Training Manager, G4S Cash Services



*"Brilliant training day - staff have acted on your advice and changed already"*

Laura Keech, North Somerset Council



*"Evaluations several months after the event show staff are able to use the learning in the work environment and their personal lives"*

Elvira Mateo, Head of Human Resources, Thames Valley Magistrates Courts Service



*"TFS have shown great skill and agility working with us to provide a bespoke training programme that has supported our plans. We look forward to continuing this partnership in the future"*

Iris McQuillan - Graham, CIT Security Manager



*"The team at Training For Success have consistently achieved exceptional service delivery and have provided significant return on investment"*

Sue Armitt, Chief Executive's Directorate, Hounslow Council



*"The work TFS have done for our ongoing management development provision has been outstanding"*

Laurie Hatcher, Chair, International Bureau of Aviation

## Case Studies

### Case Study 1 - Dealing with Aggressive Customers - Major UK Supermarket Chain

#### The problem

Training For Success was approached by a major UK supermarket chain that was experiencing issues dealing with aggressive customers.

#### The Solution

Training For Success responded to the Clients concerns and addressed their specific issues by devising a bespoke and ongoing training solution to train managers and equip them with the skills and a range of effective techniques and strategies to deal with aggressive people.

#### The Results

In excess of 400 courses training over 5,000 delegates have now been delivered to the customer. The client has been delighted with the results of the Training For Success courses.

*"There is a heightened confidence within managers in the manner in which incidents are dealt with and a reduction in violent acts towards staff"*

This solution has reduced the levels of stock loss and reported incidents and is now a mandatory requirement within the ongoing management development programme.

### Case Study 2 - Dealing with Supply Chain Threats - European Distributor

#### The problem

Training For Success was approached by a European distributor who was concerned about the threat of major incidents occurring within their supply chain.

The risks for the client were the threat to the safety of staff and disruption to the primary business function.

#### The Solution

Training For Success responded to the Clients concerns and addressed their specific issues by undertaking a detailed review of the supply chain seeking to address risks and threats at each point.

The review led to the creation of a tailored training programme for management teams from the primary distribution hubs.

#### The Results

The review identified a number of weaknesses and threats which were addressed in the training. The result of this was the Company wide supply chain policy and procedures being amended following the delivery of the initial phase of training.



## Training For Success has extensive experience in a number of industry sectors.

### Retail Sector

Tesco  
Sainsbury's  
Waitrose  
WH Smith  
Matalan  
Oasis  
Sony  
Debenhams  
Morrisons  
Superdrug  
Somerfield Stores  
BP Retail  
Claire's Accessories

### Local Government

Kingston University Security Company  
Greenwich University  
Slough Borough Council  
Hounslow Borough Council  
Waverley Borough Council  
Wokingham District Council  
North Somerset District Council  
Swindon Unitary Authority  
Harlow District Council  
Croydon College  
Blackpool Council

### Central Government

Her Majesty's Courts Service  
House of Commons (Framework Provider)  
Ministry of Justice

### Leisure Sector

Whitbread  
Waterfall Holdings PLC  
Young's Brewery  
Vue Cinemas

### Security Industry

Brinks (UK) Limited  
Securitas  
G4S  
The Post Office  
BankMachine  
Reliance

### Other Sectors

O2 (formerly BT Cellnet)  
Eurostar  
Centrica  
Celtic Manor Resort  
Portman Building Society  
Wexham & Heatherwood  
Hospital Trust  
Cadbury Trebor Bassett  
Kelloggs  
Shell International  
APM Terminals  
Carillion  
Sita Aero  
AS Watson  
OFCOM

### Accredited by

The Institute of Criminal Justice Studies  
Profit Protection Specialist



### Endorsed by



### Accredited Centre



**Investing in Safer Communities**

**Awarded by**   
advancing learning, changing lives

**Accredited by**   
setting standards, raising skills

The new qualification is designed to provide education and training for those in the security and safety industry who wish to become Accredited Persons under the auspices of the Police Reform Act 2002. This award will ensure that an individual's training meets stringent requirements and underpins the vital role that accredited persons play within the extended police family.

David Greer, Chief Executive of Skills for Security comments; "The importance of community safety is continually growing and equally the importance of the job roles of those working within this area. Skills for Security is proud to have worked with ACPO to provide safer and securer environments through the Community Safety Accreditation Scheme (CSAS) and are pleased that Training For Success offers a cost effective and efficient means of ensuring that accredited persons will develop the necessary knowledge, understanding and skills so that they can play an important part in creating safer communities and reducing the fear of crime."

Its practical approach and flexible learning opportunities offer a significant return on investment, especially since prior SIA learning is recognised. The blended learning solution significantly reduces the time away from the workplace.

## **About Training For Success**

Training For Success is a UK registered company established in 1997 providing training courses and consultancy for a range of corporate and government customers.

All staff have extensive experience of providing training and consultancy, helping customers minimise business threats and substantially increase productivity.

The focus of Training For Success is to provide informative, relevant and engaging learning experiences which clients can use in their everyday workplace.



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