

Formation.

Since 1997, training and consultancy provider Formation has been working with its clients to capitalise on their people, ideas and organisations in an imaginative way, giving them the confidence to embark on new ideas and techniques.

Led by Amanda Pearce-Burton, the company supports its clients who hail from both public and private sectors, in:

- delivering objectives
- communicating more effectively
- realising potential
- developing skills and new expertise
- assessing the impact of existing projects

Highly experienced and qualified consultants at Formation help organisations to form, nurture and develop teams of people through four main services:

- Consultancy
- Training
- Assessment and Moderation
- Review and Evaluation

Clients will normally chose Formation when they are downsizing, if they want to change direction or business focus or when they need staff training due to a lack of skills. Formation can also help during periods of growth – particularly when a client is managing difficult changes and can support clients with their staff and career development.

Steps to satisfaction

In working with its clients, the company has six steps to a customised and successful solution, under which Formation:

1. Asks clients what they need
2. Talks to people in order to understand the team, department or organisation fully
3. Writes a no-nonsense proposal outlining what Formation can provide
4. Assigns a dedicated member of the Formation team to oversee the work
5. Delivers to an agreed timescale and budget
6. Offers full evaluation and feedback

Formation's services are developmental and as each project progresses, the company consults with its client to ensure it is satisfied with the proposed action. As each stage is completed, Formation delivers an informal report by email, telephone, post or through a face to face meeting. The company also always gives an opportunity for clients to deliver their own feedback on its performance, and on the success of the project.

On completing the project, Formation compiles a project report covering the original targets, the delivery process, and the overall success of the project itself.

Expect the unexpected

Formation provides an intelligent and refreshing alternative to the traditional "we know best" culture often found in training and consultancy. The company doesn't impose its own opinions on its client's organisation, instead it helps build on the skills and attributes that currently exist amongst its staff.

Formation uses a more participative training style which:

- includes all participants
- acknowledges the experience of all those taking part
- encourages learning by doing, rather than simply by listening
- promotes learning from each other as well as from the trainer

Trial by client

Formation believes that it should be judged not on its words alone, but on its clients. With a large degree of repeat business, Formation has assisted its clients on both large and small projects. It has provided work that lasts for as little as a day, and has ongoing projects that have lasted for several years. Some of Formation's current and past clients include:

- Children's Workforce Development Council
- Department for Education & Skills (DfES)
- Training and Development Agency for Schools
- NHS Post Graduate Medical and Dental Education
- Arts & Media Training
- Local Cultural Development Agency
- Coventry City Council
- North Stockton Education Action Zone
- The Regional Training Unit, Northern Ireland

Trust

Formation understands that its relationships with its clients are based on trust. All of Formation's consultants have signed an agreement prohibiting them from discussing any details about a client's business practices and circumstances other than is necessary for them to carry out their work. Documents are stored securely, and accessed only by people working on the project in hand. The nature of some of Formation's clients requires that it maintains a high standard of client confidentiality, and it's a trust that the company takes very seriously.

Contacting Formation

If you would like more information please either call Lindsey Newman, Business Manager, on 0115 952 4864 or by e-mailing lindsey.nw@formationpeople.co.uk