

Case study – Community Chesterfield



The customer

Community Chesterfield is an innovative, collaborative partnership between Derbyshire Voluntary Action and the University of Derby. They work to bring Chesterfield's community organisations and the University together to strengthen the local health and social care sector.

? The problem

Community Chesterfield wanted to provide their clients with training and development opportunities that were time and cost effective.

An initial scoping discussion was held to capture the requirements. It was agreed that a series of short training sessions was needed, with each focused on a specific topic. These would be delivered virtually using Zoom.

Community Chesterfield then approached their clients to understand their particular training needs, preferred topics and priorities.

A programme was then defined to provide support and meet their needs.



The solution



I designed and ran a series of 45-minute sessions. These were delivered virtually using Zoom and covered the following topics:

- Working in and leading remote teams
- Rebuilding and restarting teams
- Change management during changing times
- Dealing with people as a team leader
- Managing difficult conversations
- Engagement and communication
- Presentation skills
- Facilitation skills
- Remote decision making
- Making remote meetings more effective
- Well-being of remote team members

Each session introduced some key tools, techniques, frameworks and tips. Time was built in for questions and answers at the end. I also allowed some time after the session had ended for any more specific personal questions that participants had.

All participants were provided with handouts summarising the content of the session after the event.



The results



Fantastic feedback was received from Community Chesterfield employees (the immediate customer), the Derbyshire Voluntary Action team and the training participants (Community Chesterfield's clients).

Community Chesterfield carried out an evaluation after every session. Very positive comments were received on the format and length of sessions, time management, content and delivery style and method. The opportunity to ask questions and share experiences was also appreciated.

I've since been asked to run another series of follow up sessions as a result of the success of the initial workshops.

★ Why they chose me

I held initial discussions to really understand the needs of my direct customer and their clients. I used my workshop design skills to create specific and focused sessions to meet those needs. Throughout the preparation and running of the programme I was flexible and responsive to my customer and their requirements.

My content included a mix of key frameworks, tools and techniques which were supplemented by sharing my personal experiences and real-life examples.

I used my online delivery skills and technology to deliver effective sessions within the bite-sized time of 45 minutes.



What did they say?



“Andrew delivered a series of short online training of sessions tailored towards Voluntary and Community Sector organisations in Chesterfield for Community Chesterfield, a Lottery Funded project, on topics such as change management, decision making and running effective meetings. Andrew has worked with us to ensure the content is relevant to the organisations we support and to the current conditions (e.g. operating remotely during COVID 19 pandemic). He's been so helpful with all our additional requests, going above and beyond what is expected of him. He is a knowledgeable and engaging trainer, who refers to his own personal experience to bring examples of what he is teaching to life. I've personally found the training sessions incredibly useful, and I'm amazed at how many new tools I've come away with after spending 45 minutes listening to Andrew! The sessions are so tight, always running bang on time, and he ensures that participants are able to interact and answer questions. I can't recommend him highly enough for your training needs.”

Charlotte Repton, Project Manager, Community Chesterfield

“This morning’s training was about change management, last week’s was making remote meetings more effective. I’ve had years of great training but never learned so much in such a short space of time (45 minute blasts). Succinct, well paced, relevant and personable. I would recommend Andrew and really pleased I’m booked on to sessions until March! **Alison Gibson, Derbyshire Voluntary Action**

“Excellent training - very concise, relevant, easy to follow and cleverly set at 45 minutes even giving time for a few questions.

“It was great! Community Chesterfield and Andrew Deighton did a sterling job of facilitating and delivering it. The session was informative in content but also allowed space for constructive discussions and the sharing of ideas.” **Anonymous participant feedback**