



DELTA Group

DELTA Group is committed to supporting businesses in their drive to grow

We aim to work with you and for you to share in your success

Typical Business Development Support



Business Planning and Strategic Planning

For a successful business a key challenge is keeping it successful. This is often reliant on the plans you have in place.

We will help you to get a perspective on your business priorities and establish objectives and set them out in a plan which will enable yourself to guide you and others in your business success.

Support Overview

- Long term strategic direction
- Succession Planning
- Developing business plans

Link to NVQs

- As a result of producing evidence it would be possible to achieve Units of an NVQ 4 or 5 in Management



Performance Management and Appraisal

Getting people to give of their best or getting the maximum from everybody critical to the future of your business.

We will help you to develop ways to manage your people on a day to day basis, and or develop performance review or appraisal systems, to challenge people to take responsibility for their performance and give that extra effort.

Support Overview

- Challenges under performance
- Setting effective objectives, standards or targets
- Developing an effective appraisal
- Making individual reviews (appraisals) work

Link to NVQs

- As a result of producing evidence it would be possible to achieve Units of an NVQ 4 or 5 in Management



Managing your business and Managing Change

Having developed your plans the challenge is to put them into practice. This is where you will be reliant on your structure, job descriptions and key business or people processes.

We will help you to review how you manage your business and confirm that it works for you or suggest practical ways to develop what you do.

Support Overview

- Structure and job roles
- Job Descriptions, Person Specifications
- Recruitment and Selection
- Meetings

Link to NVQs

- As a result of producing evidence it would be possible to achieve units towards a Management NVQ e.g. Manage Activities



Investors in People

As you develop there is a need to have a clear structure to drive that development and there is a benefit from external validation of your achievements. Investors in People is a National Standard of good practice in the way you manage your people and your business. We can also advise on the Leadership & Management Model and the Recruitment and Selection Model.

We can help you plan changes to meet this national benchmark that make a real difference to your business.

Support Overview

- Business and Training Planning
- Manager Competences
- Induction
- Empowering staff to take real responsibility
- Training Planning and Evaluation

Link to National Standards

- As a result this development you would receive Investors in People Recognition if you can bring about the changes needed

Personal Coaching



As a busy manager you might have little time to attend training workshops and yet you might need some guidance or reassurance that you are doing the right thing.

DELTA can offer focussed and practical guidance from experienced managers who can help you through that 'sticky problem' or give you some down to earth advice about how to handle different challenges.

What's involved?

- A structured programme of short, relevant coaching meetings to help you address your problems.
- The support is devised with you around your need and pressures
- Development could be each month, quarter or longer as suits you

Costs :- £ structured for you

Includes :-

All materials

Costs

On site and telephone/e mail support

Business and HR Consultancy



As an owner or Director you may be very experienced in your role and in business or you may be in the first role of this type, you may be facing some special challenges, you may welcome some sound advice. At DELTA we have 15 years of experience in helping small and large organisations to grow.

Come to use for some realistic and practical business or HR consultancy.

Typical Consultancy activity

- Business Planning/Strategic Planning
- Design of appraisal/performance management systems
- Recruitment and Selection advice
- Discipline guidance
- Job design/descriptions
- Investor in People

Costs :- £ to be agreed

Includes :-

Any materials

Development of systems

Time and costs



Administration NVQs Level 2, 3 and 4

The people who manage the administration are the back bone of what we do. Sometime they don't get recognised enough, other times they may have quite a detailed job and it is difficult to train them for every aspect.

An NVQ in Administration can help recognise skills people have—perhaps for the first time—or guide their development.

Level 2 3 Mandatory + 2 Optional Units

Level 3 5 Mandatory + 4 Optional Units

Level 4 6 Mandatory + 3 Optional Units

Costs :- £ Call us for a competitive quote

Includes :-

Registration

Certification

On site support

Customer Service NVQ (Level 2) and Customer Service NVQ (Level 3) Management



Recognising our external and internal customers and planning and structuring the service we provide for them—and seeking to continuously improve that service has become a key issue in modern business. Our people are our ambassadors. They need to know the elements of providing and excellent service to customers. Customer Services NVQs can help achieve this.

Level 3 Customer Service Mandatory Units

Unit	Title
301	Organise, deliver and maintain reliable customer service
302	Improve the customer relationship
303	Work with others to improve customer service
304	Monitor and solve customer service problems
305	Promote continuous improvement

Optional Units

306	Develop your own and others' customers service skills
307	Organise and promote products or services to customers
308	Lead the work or teams and individuals to improve customer service

Costs :- £ CALL

Includes :-

Registration

Certification

On site support

Manager, Team Leader and NVQ Support

Team Leader (Level 2) and Supervisor Development NVQ (Level 3) Management



.At DELTA we pride ourselves on working with you to build an individual approach to working towards a management qualification . Our adviser and will spend time at your workplace with you so that when you start work on the Award to ensure you are on track right from the beginning .

In achieving the Award you will gain knowledge and skills in leading and managing your team. You will also have a chance to apply these skills in your setting.

Team Leader (Level 2) example Units (All Units required)

- A9 organise and improve your team's work
- A10 Ensure your own actions reduce risks to health and safety
- C19 Maintain and develop effective working relationships
- D7 Organise and communication information

Plus 2 Optional Units

- A11 Resolve customer service problems
- B8 Organise your team's resources
- C18 Organise and develop yourself
- C20 Help your team members to develop their performance
- D8 Enter and find data using information technology

Costs :- £ CALL

Includes :-

Registration

Certification

On site support

Management Development NVQ 4 Management



In working towards NVQ 4 you will be a more senior manager, perhaps manager of your organisation. We will work with you in your setting to understand you and your business and give you some practical suggestions which will help you lead and manage your people—and the business.

In preparing for the Award you will have a chance to apply these skills on real work.

CORE UNITS - (All Units Required)

- A2 Manage Activities to Meet Requirements
- A4 Contribute to Improvements at Work
- C2 Develop Your Own Resources
- C5 Develop Productive Working Relationships
- And either
- B2 Manage the use of physical resources
- Or
- B3 Manage the of financial resources
- Plus 3 Optional Units
- C8 Select Personnel for Activities
- C10 Develop teams and individuals to enhance performance
- C13 Manage the Performance of Teams & Individuals
- C15 Respond to poor performance in your team
- D2 Facilitate meetings

Costs :- £ 1250.00 + VAT

Includes :-

Registration

Certification

On site support

Manager and Team Leader Development Workshops



A series of 1 and 2 day workshops specifically designed for you in order to train and develop managers, team leaders and supervisors in order to help them lead and manage their people and to challenge and develop existing approaches to work so that they can make effective use of the skills of their teams. These are typically run in house but can be run as open courses with a range of participants from different settings.

Typical Workshop topics

- Management and Leadership
- Inspirational Leadership
- Performance management
- Challenging under performance
- Managing in organisations
- Team development
- Motivating and managing people

Costs :- £ Contact us to discuss

Includes :-

Registration

Workbook and materials

Venue

NVQ Assessor and Internal Verifier Award—Units



A key part of the future—especially in regulated environments—is demonstrating that people are working to a national standard—often an NVQ. qualification Rather than send your people off-site to be assessed for their Award you may prefer to do it in house.

DELTA will support you in becoming an NVQ Assessor or Internal Verifier and help you manage the achievement of NVQs in your setting.

Assess candidate's using a range of methods (A1)

Assess candidate's performance through observation (A2)

Conduct internal quality assurance of the assessment process (V1)

Conduct external quality assurance of the assessment process (V2)

Costs :- £ Call us for a competitive quote

Includes :-

Registration

Certification

On site support

A joinery company Dorset

Business Development and Investors in People

Working with senior managers to review business planning and business practices. Development of a sales and marketing approach. People process design and the development of key systems. Help with personnel issues.

Help and guidance to prepare for, and successfully achieve, Investors in People Recognition

Development work included :-

- Individual 1 to 1 sessions
- Development of review/appraisal systems
- Competence based training planning



Analysis and recommendations for manager development

Linking with European and South African H R practitioners create and carry out a training needs analysis and assess the learning and development available in the business and recommend an approach to manager development that is both pragmatic and fits with the objectives of the business.

Project content

- Initial scoping of work
- Contact and agreement with key players
- Creation and implementation of training needs analysis
- Recommendations with action plan

A removals and storage business on the South Coast

Business development and sales and marketing

Working closely with the owners, develop a business strategy and continuity plan that reviewed the strengths of the business, identified its key plans and brought the team on board through meetings.

Focus on sales development and presentation to drive an increase in business sales.

Project content

- Business review
- Establish goals and objectives
- Involve people in developing plans
- Agree approach to sales generation
- Coaching in sales management and sales presentation



People systems review, staff interviews, recommendations

Working with a division of Barclays undertake people interviews to (confidentially) gain a view of the current position. Review, assess and benchmark current approaches to managing the business.

Following meetings with senior management going on to recommend, design and support the implementation of changes to support effective change. Train and coach managers in actions required.

Project content

- People interviews
- Assessing and benchmarking current business and people processes
- Written and verbal reports to senior management
- Design of changed processes
- Coaching and support for managers to implement



High Potential Management Development

6 programmes held over 3 years of 5, 2 day manager development workshops over a 6 month period to train and develop potential managers to support the business' rapid growth. The programme won an award from Purchasing and Facilities Management Maga-

Programme content

Customer presentations
Group activities
Individual analyses



Middle Management and Team Leader Development

10 programmes of 5 - 2 day manager development workshops over an 18 month period to train and develop team leaders and actual and potential middle managers. The programme was well received by the business and represented a significant commitment which was supported from

Programme content

In work supported projects with real business payback
Presentation and personal effectiveness practice
Strategic and operational management skills



Manager and Team Leader Development Workshops

An open series of 1 and 2 day workshops specifically designed for you in order to train and develop managers, team leaders and supervisors in order to help them lead and manage their people and to challenge and develop existing approaches to work so that they can make effective use of the skills of their teams. These are typically run in house but can be

Typical Workshop topics

Management and Leadership
Inspirational Leadership
Performance management
Challenging under performance
Managing in organisations
Team development



Personal Coaching

As a busy manager you might have little time to attend training workshops and yet you might need some guidance or reassurance that you are doing the right thing.

DELTA can offer focussed and practical guidance from experienced managers who can help you through that 'sticky problem' or give you some down to earth advice about how handle different challenges.

Topics covered can vary widely from :-

Business impact to personal choice
Business skills to personal skills
Balancing ambition with reality
Career and personal choice



Bournemouth Borough Council

Senior Management Development

A programme of 2 day manager development workshops over a 4 month period to challenge and develop senior managers to motivate them to maintain and improve upon a high quality OFSTED report and to share learning and to further integrate them into the wider

Programme content

Inspirational Leadership
Customer relationship management
Challenging under performance

Southampton City 
Primary Care Trust

Supervisory and Team Leader Development

A series of 1 and 2 day workshops spanning around 10 years to train and develop team leaders and supervisors in General Practices in order to help them challenge and develop existing approaches to work so that they can make effective use of the skills of their teams. These are run as open courses with a range of participants from different Practices.

Typical Workshop content

Management and Leadership
Managing in organisations
Team development

The majority of the clients we work with are from a diverse range of small and medium businesses—SMEs

Crossland Developments - Building and Construction

Business and HR consultancy leading to Investors in People and business growth

Churchview Joinery—Specialist joinery

Business development and HR advice. Management coaching and support

Maidman Group - Removals and Storage

Supporting implementation of performance management. Business and HR consultancy, project activity. Management Development

Blue Sky Fostering

Business development, performance of the organisation, staff and management skills, liP.

Ford Civil Engineering

Business and people management support. Training planning and Investors in People.

Carford Group—Catering equipment and servicing

Planning and performance management processes. Training and Development workshops. Implementing change

Other clients include :-

Ford Civil Engineering - Civil Engineers

Mobile Media - Media Solutions

Carswell Gould - Marketing, PR and design

Newnet - Internet and IT solutions provider

Tidy Magpie—Children's nursery

Royal Bay Care Homes - Care

J W Scaffolding - Scaffolding Contractors

Drakes Shopfitting - Commercial Shopfitters

Holme Nurseries - Horticultural, nursery and landscaping

FGP Engineering - Aerospace and specialist engineering

R & W Plant - Plant and road contractors

Beaulieu - Visitor and tourist attraction

Almansa Group - Specialist Building Contractors

Mason Group - Building Services

Colt Group - Air handling equipment

Precision Disc Castings - Foundry

Whittle Contracts -Specialist Shopfitters

Marwell Zoological Park - Visitor/Tourist attraction

Howe Fire - Fire Safety and products

Comitec - Hitec cable installer

Ellis Belk - Structural Engineers

Carisway Contract Cleaners - Contract Cleaning

Merchant Design - Full service marketing and design agency

Stokes Solicitors - Solicitors

Uniworld Communications - Telecommunications

Data South - Web Designers

Excelsior Coaches - Coach operator

Wessex Park Homes - Park homes manufacturer

Powerpoint Electrical - Electrical contractor

MITIE Engineering – Engineering project management

Ultra Electronics – Electronic systems

Ace Office Supplies - Stationery and office supplies

BKP Environmental Services - Waste management

In addition to SMEs we also work with a number of large national, multi national and global organisations

DHL - Global Forwarding

Supporting implementation of performance management. Business and HR consultancy, project activity. Management Development

RIAS - Specialist Insurance

Executive Management Team development, coaching.

South West Regional Development Agency

Research, interviews and report leading to development of aerospace skills recommendations

The Royal Navy

Working with the Second Sea Lord's Management Group to assess management and people activity and recommend developments

F R Aviation

Support with achievement of Investors in People. Business and HR consultancy. Training and development workshops.

Other clients include :-

Bournemouth Borough Council , Borough of Poole, Havant Borough Council

Local Councils/Unitary Authority

Zurich Insurance - Insurance Provider

Skandia - Insurance

Exxon Mobil Chemicals - Oil Refinery and Distribution

Serco Government Services - Facilities Management

Lockheed Martin Systems - Defense and Aerospace Contractor

M.O.D. - Defence

Portman Building Society (now Nationwide) - Financial

Assessment Services FM - Facilities Management

V T Aerospace - Defence and Aerospace F M

Ford UK - Van and Car Manufacturer

Totton College, Basingstoke College of Technology- Further Education

Fleet Support Limited - Ship Repairer

Pavilion Housing Association/Portsmouth Housing Association

Criterion Asset Management - Real Estate Managers

Thames Valley Police

Ernst and Young - Business Services

FJB Hotel Group - Hospitality

Raymond Brown Construction - Specialist Building Contractors



More details are on our web site :-

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