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Learning and Development

CASE STUDY

Local Government Training Group - NI

October 2024

The Challenge

The Local Government Training Group (LGTG) provide sponsored training to Local Government Officers and Elected Members across the 11 new District Councils of Northern Ireland to assist with the Learning and Development of their employees.

To support the delivery of this training we decided to implement a dynamic purchasing system that enabled us to operate a network of training providers who could provide training on required training topics.

The Solution

In July 2018 and then again in 2023 we went out to tender for a number of training courses. These were awarded to several different training providers by LOT. Each LOT has three suppliers on it and work is allocated to them based on their ranking in the LOT. LGTG began by operating an open training calendar where staff from any of the 11 Councils could attend on prescheduled dates, however we have since moved to giving each Council their own budget to book training from the framework as they need.

In July 2018 Cosensa were ranked first for 3 LOTS:

- Train the trainer
- Finance for Non finance Managers
- Leadership V Management

In October 2023 Cosensa were ranked first for seven LOTS and now regularly deliver:

- Presentation Skills for Business
- Minutes & Agendas
- Chairing and Facilitation Skills
- Influencing and Negotiation Skills
- Train the Trainer
- Customer Service Excellence
- Introduction to Mentoring

"Course was well done, well set out and the trainer engaged well with all participants"

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To date, Cosensa has delivered a number of courses as follows:

- 3 Chairing and Facilitation Skills
- 2 Communication Skills
- 18 Customer Service Excellence
- 2 Influencing and Negotiating Skills
- 5 Introduction to Mentoring
- 2 LGTG Toolbox Talks
- 5 LGTG-Train the Trainer
- 2 Train the Trainer - ILM Development Programme
- 11 Minutes & Agendas
- 9 Presentation Skills for Business
- 2 Negotiation Skills for Senior Leaders & HR Professionals
- 2 Leadership V Management
- 10 Budgeting Skills and Basic Finance for Managers
- 1 Dealing with Difficult Customers

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Some examples of delegate feedback taken from our coursecheck.com evaluation tool:

Train the Trainer

Very approachable trainer. Good format of training and layout of programme. Great advice and info on further relevant training

Vidette made the 2-day course very enjoyable and created a relaxed and inclusive learning environment. Thanks Vidette

Vidette was excellent and very personable, 2 days well spent

Excellent course, very well delivered, pace was excellent, very happy over all, Nigel was excellent, wealth of knowledge

Mentoring Skills

Very good, concise training on something I was new to and quite apprehensive about. I feel more confident about the mentoring process having completed it

Trainer was confident, clear & open to questions

Presentation Skills

Well delivered and paced course with a lot of engagement and made the space feel very friendly and welcoming which was good for a presentation course as it settled some nerves when it got to delivery

Plenty of advice which will help me deliver future presentations

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Budgeting Skills and Basic Finance for Managers

Very good training and it is a very good introduction to budgeting and finance for managers

Great training, Louise was really engaging

Louise knows the subject very well. Useful that she could refer to actual experience when explaining things

Excellent course well presented. I would like to progress to further my understanding

Trainer was very passionate about the topic – Always helps with learning

Minutes & Agendas

Margaret does a great job delivering this training. She has such good attention to detail and so much experience with minute taking and it really shows throughout

This training session has given me more confidence in minute taking and preparation of agendas. Better understanding of what is required to prepare accurate and concise minutes

Margaret is a great trainer. Enjoyed the course

A very informative training session which will help my future minute taking in various environments

Testimony

“Cosensa has delivered a number of courses for us over the past five years. Clear communication from both administrative staff and trainers has made this an easy working relationship. They have also worked closely with us to design and run bespoke courses for senior staff across our Councils.

Training has been delivered both face to face and via Teams and Zoom and the training materials are of a high quality. The team are responsive to requests for attendance confirmations or general feedback. Booking training has always been straightforward with Cosensa. They are easy to work with and the trainers who have delivered on this contract have been not only knowledgeable, but importantly experienced in the subjects they facilitate.”

Contact Details

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