



# Happy sheet revenge...the trainer fights back



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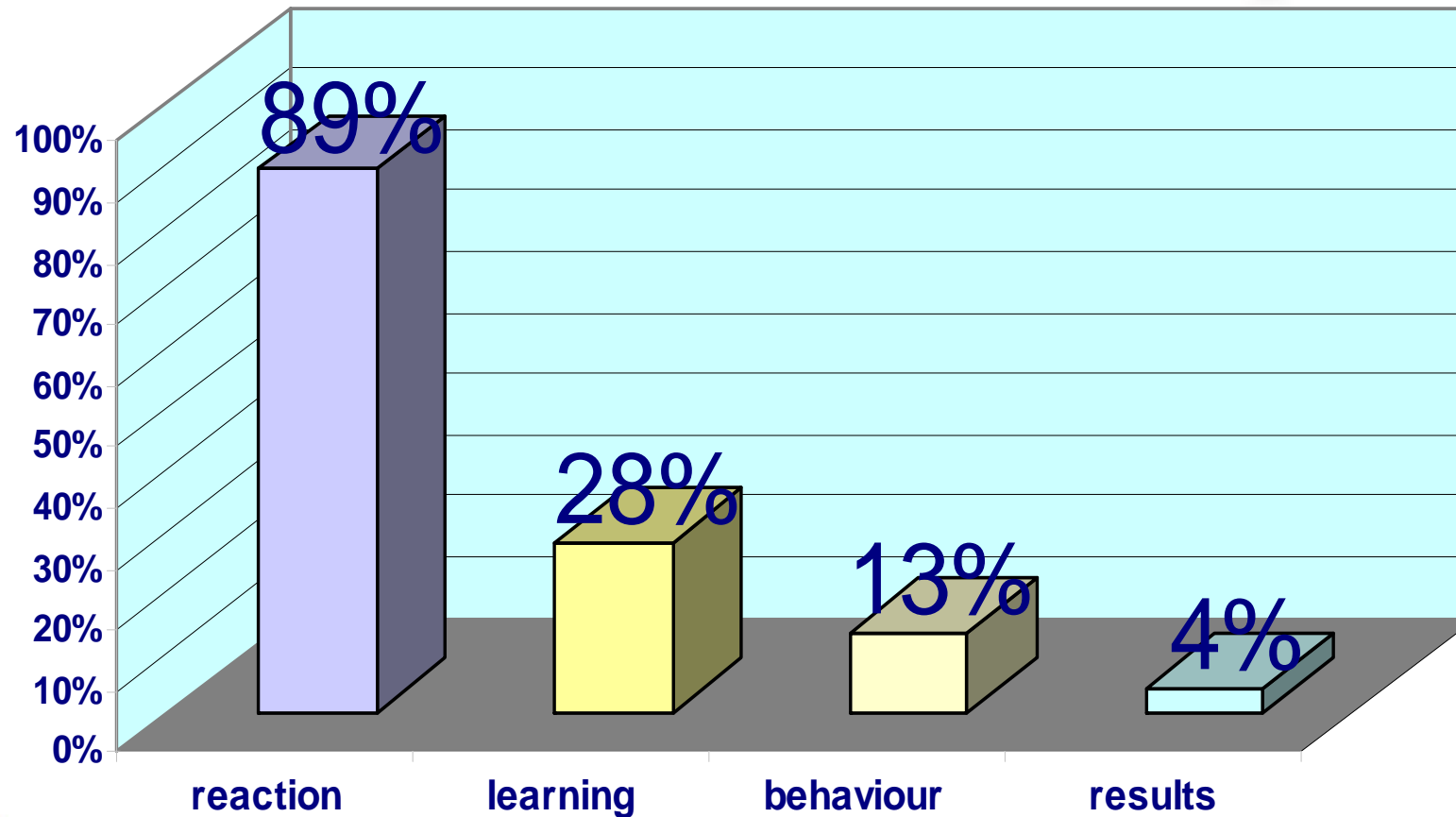


# The current state of play

- In 2008-09, 94% of our participants rated our courses as 'excellent' or 'good'
- We provide **excellent value for money** and do not charge VAT on courses
- All course participants receive a **certificate of attendance with prompts for reflection**



# Evaluation statistics



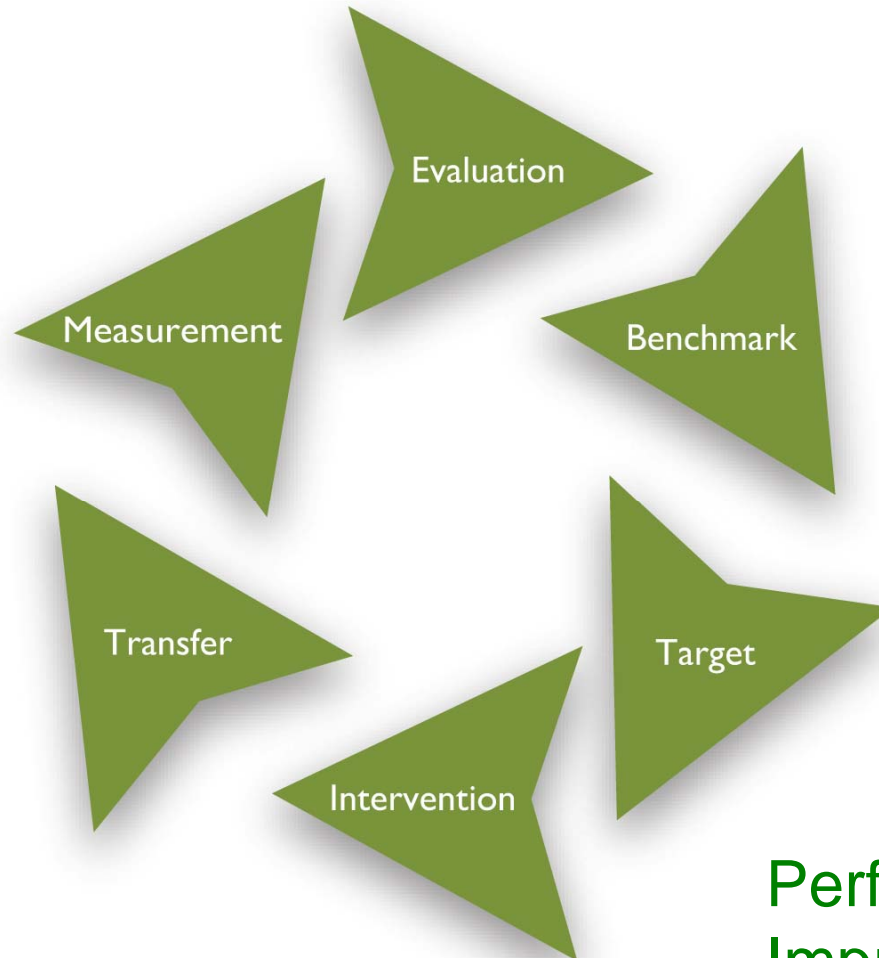


# So who should benefit?





# The solution...



Performance  
Improvement Cycle©



# Stakeholder accountability

<b>Stakeholder</b>	<b>Today</b> →	<b>Tomorrow</b>
Chief Executive	Survival & talent identification	Growth & talent development
Finance Director	Cost	Profit
HR Director	Faith based	Evidence based
Line Manager	Detached	Engaged
Learner	Personal	Shared