



The Effectiveness of PSM's Training

The results of a report conducted by the Haigh Consulting Group in the UK on the effects of PSM's training

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■ Introduction

This is an executive summary of a full report conducted by the Haigh Consulting Group UK on the effects of training provided by PSM Ltd to a multinational organisation engaged in manufacturing. This summary relates to a Management Development Programme which was conducted over a period of nine months with 36 Senior Management personnel.

■ Executive Summary of Results

- Leadership Development Programme provided by PSM.
- Overall, 97% of the managers who have attended the programme rated its content as either very good or excellent.
- Since the training began (93.5%) have noticed a difference in their own behaviour.
- Managers are using their new skills every day both personally and professionally.
- There is evidence suggesting that the programme has led to an increased level of trust and friendship among the senior management group.
- There is also evidence suggesting that a “management language” is beginning to emerge, indicating that the programme is becoming integral to the company culture.
- Almost all managers (94%) indicated that they would like to have performance feedback from their managers, peers and reportees.
- There is also a strong desire for more PSM training, particularly focusing on how best to implement their new skills, as well as refresher training courses.
- Support mechanisms (action learning group/on line learning/assessment and individual development plans) need to be put in place in order that the good work completed to date may be consolidated.

■ Conclusion

On receipt of the Haigh Consulting Report, the Managing Director of the organisation which PSM had worked with wrote to us expressing appreciation for our training and how it impacted on the culture and the performance of the organisation. Below is an extract from the letter.

“Dear Brian,

I have been very encouraged with the feedback from the management development programme. In particular, it was great to see so many of the team complimenting you for the way you managed and led the programme and for its relevance and content. I believe the report captures in detail the advantages which it has brought to us as a company for which we are very grateful.... It is indeed a milestone for the company and I look forward to our continued success. ”

Note: We continue to work with the organisation to the present day.