

Case Study



Centrica Business Services



Client Details

Sector:	Utilities
Skills Delivery:	Management
Client:	Centrica Business Services (CBS) – set up by Centrica in 2002 to provide energy and other essential services to businesses. Location – Thames Valley Park, Reading.
Background:	CBS required PTP to design and implement a training scheme for 120 staff across three business locations: Leicester, Oxford and Cardiff. The key objective was to create an environment where staff members could get to know their counterparts in other geographical locations.
Brief:	<ul style="list-style-type: none">• Meet specific objectives developed by the CBS Management as part of the training process.• Enhance team-working throughout all stages of the customer cycle, across the three remote sites.• Reinforce the CBS team values: Think Team, Have Respect, Listen & Share, and Deliver Results. .
Training:	3 day programme with groups of 30 – 40 CBS staff members each day. Programme covered : <ul style="list-style-type: none">• How teams perform and what makes great teamwork• Winning behaviour and behaviour patterns that throw us off balance• Communication and dealing with difficult situations• Delivering results and better customer service• Personal learning, achieving more and feeling better
Feedback:	“Trainers on the day were excellent.” “Overall I thought the course was a great success and great fun for everyone.” “PTP could not have done more to make this a valuable and fun event.” “I thought the day was excellent. It was entirely focused on our four values.”
Client quote:	“The training itself was very well thought out and portrayed. All the exercises were relevant to the theme of the day. Even down to the table split was well thought out and ensured colleagues from across the business worked together and got to know one another. I thought the trainers were very experienced, helpful and delivered their knowledge to the audience to a very high standard.” Lynne Murray, Training & Quality Manager
Other clients within the utilities sector:	Scottish Water Alstrom Power Gresham Power Electronics Ltd Southern Water Energywatch Intergen UK Ltd

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