

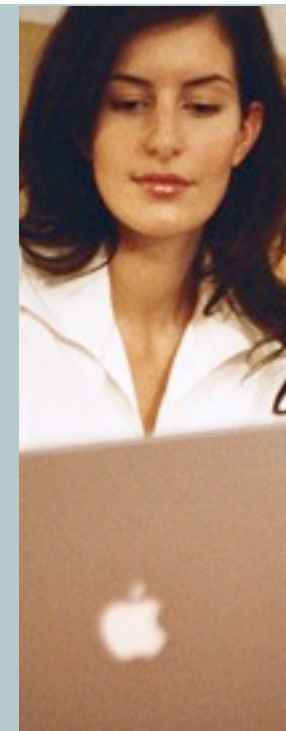


Things to look for in a new training provider.

What you need to keep in mind to make sure you get the provider you need.

Whether you are looking for a training provider for the first time, or are looking to replace an existing supplier with a new one, there are a number of things that are important to keep in mind. We've summarised some key thoughts to help you select the perfect relationship that will deliver great learning experiences for years to come.

- 1 Does the training provider have a style and culture that fits with your own?**
Training companies come in all shapes and sizes, so it is important to consider what it is you are looking for in a future partner. Once you've met your potential candidates, try to sum them up with a just a few words. Are they serious and academic, or lively and fun? Compare these words with those that you might use to summarise your own organisation. Think too about the style of learning culture that you want to adopt or aspire to within your own organisation - ask whether the new provider help to engender that learning culture.
- 2 Is the new training provider more interested in solutions or outcomes?**
Be really careful if your potential new training provider just keeps talking about the courses they run. Yes' they are bound to have a standard course catalogue, but is that their focus, or are they more interested in asking lots of questions about the change that their training will be expected to deliver?



3**Can the provider put me in touch with satisfied clients or offer testimonials?**

If you've found a really great training company, then they will have a large number of satisfied clients who they can ask to provide you a reference. Ask for at least three, and speak to each of them to gauge how satisfied they have been with the training delivered.

4**Does the training provider guarantee adoption of new behaviours in any way?**

Great training companies know that any learning intervention is a waste of budget unless the learner adopts the new actions and behaviours after the training has finished. Look to test how confident they are in their ability to engender lasting meaningful change in the trainee group. Would they be willing to give you a money back guarantee based on whether people adopt the learning post training event?

5**Does the training provider measure learning in a structured way?**

Look for an organisation that already has in place mechanisms and methods for tracking the impact of the learning experience. Expect this as an integral part of the training delivery. They should be able to suggest and offer you ways of measuring the training adoption however large or small you are.

6**Does the training provider offer other learning interventions in addition to classroom based training?**

Right now you may be quite happy with a trainer who can deliver classroom based learning, but the chances are as you develop your learning needs, other intervention approaches are going to be useful. Look for a provider that can support the classroom training with a range of other intervention styles; Coaching, eLearning, Podcasts, Social Media, Theatre etc. Ask them how they will reach out to the learner beyond the classroom, to support them and aid the learning experience.



Spend some time asking your potential suppliers questions around these six themes to ensure you find a company that not only fits, but also meets your future organisational learning needs.