

Welcome
to our June
Newsletter.

«GreetingLine»

Hitachi Capital
Vehicle Solutions are
one of our new
Customers.

Hitachi Capital

In this edition we are
going to share how
we have worked with
their management
team.



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Outlook Partnerships News



Outlook Partnerships

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Hitachi Capital Vehicle Solutions

Hitachi Capital Vehicle Solutions are one of the UK's leading vehicle specialists, offering a comprehensive and flexible portfolio of vehicle finance and management solutions.

They have built their success on developing strong relationships with their customers which maintains a high degree of adaptability and developing new services in response to the industries changing market.

Hitachi Capital Vehicle Solutions is part of the Hitachi Capital (UK) PLC and a member of the Hitachi Group, one of the largest and most respected companies trading today.

Hitachi Capital Driving Instructor Centre (HCDIC) based in Leicestershire has become part of the Hitachi Capital Group through a recent acquisition. They have continued with their commitment to personal development by identifying the need for a Management Training Programme for their Management Team to demonstrate that training starts at the top of the business.

How Did Outlook Partnerships Help To Support The HCDIC Management Team?

The business objective for the Management Training was to support the leadership group, by providing them with some best practice techniques which would take their already successful business to new heights.

The training programme consisted of four bespoke modules:-

1. *Leading the Team*
2. *Communicating & Influencing with Impact*
3. *Managing People & Resources*
4. *Performance Management*

What Results Were Achieved?

The training was extremely successful and the following are some examples of the improvements and results achieved so far:-

- **Business Communication Improvements**
The training provided a platform which resulted in clear, specific, motivational, and targeted communication to meet individual needs
- **Team Strengths Utilised to Maximise Results**
The team now recognises and utilises the strengths of the individual team members to become more effective. They also have an insight into how they can reduce potential weaknesses by adapting their behaviour
- **Negative Business Situations Turned into Positive Outcomes**
By adapting their behaviour and thinking through the consequences they are now managing their people more effectively and influencing results to create win/win situations with both their customers and their staff members
- **Performance Approached Assertively**
The team have learnt how to manage performance and potential poor performance in an assertive manner so positive results are achieved and performance improvements can be recognised
- **Business Efficiency Improvements**
By applying best practice time management techniques the team are creating time to work on the important business issues and have adopted efficient working practices
- **Developing Staff to Reach Full Potential**
Through effective delegation individuals are receiving personal development and mentoring in order to develop their own knowledge, skills and abilities.

What Did Hitachi Capital Have to Say About Us?

"I have had positive feedback from the management team both about the content of the training programme as a whole, but also about Amanda personally and her training style which put everyone at ease and made for a productive and enjoyable training environment.

From the beginning when I started talking to Amanda about the programme, she took the time to listen and understand our requirements, and didn't come back with an 'off the shelf' proposal.

I believe the course will continue to show business benefits through the use of effective communication and a greater understanding of the impact effective team management can have to further improve the bottom line.

Throughout my dealings with Amanda I have found her to be open to feedback and feel we have developed a working partnership which will continue in the future" Emma Stephens, Human Resources Advisor, HCVS

Most managers at some point in their careers will have received management development training and believe they don't need any more.

Training is a continuous process and 30% of an individual's productivity is directly related to how they feel about their work. 70% of how they feel about their work is directly related to how they feel about their leader - Are your leaders truly influencing productivity in a positive manner!

If some of your managers are not achieving the results you would hope, then we would love to hear from you, to see how we can also support your business goals and develop your individuals to achieve results.

To find out more about how we can help your business to achieve results please give us a call.

Amanda

Developing Individuals to Achieve Results