



Trinity Training

Developing key people to develop your organisation

21st Birthday Edition October 2009

Key to the Door for Trinity Training!

It was our 21st birthday on 1 October 2009 and we are both excited and proud about this achievement! With so much news over the last year about businesses struggling and going under, 21 years is no mean feat and so we want to mark it with this special celebratory newsletter. As much as anything, we want to thank our clients who have been an important part of our story and made our success possible.

Inside this newsletter, you can read some of our clients' own stories about their work with us; you may be surprised at the wide range of organisations; the common theme is people. While some are international, some are very local; some employ thousands of people, some have a handful of dedicated people, often family members doing sales, operations and administration all at the same time. This has led to some interesting assignments including training engine room staff on a relief aid ship in the Caribbean; yes this was work really! Over 300 volunteers from over 40 nationalities work on the OM ships Logos Hope and Doulos providing knowledge, help and hope right across the world.

So how did Trinity Training start on 1 October 1988? After a successful training career with the transport group TNT both in the UK and overseas, Shân Dobinson set up Trinity Training to provide high quality training to charities and specialist Christian organisations as well as businesses and later government departments. Her emphasis has always been on bespoke workshops that are practical and relevant to individuals' priorities and needs; easily said, but not so easily delivered.

This has meant careful planning and discussion with clients as well as lengthy research and preparation. *"Many training companies claim to do this, but, in our experience, few do it professionally and effectively"* says Shân. *"Our clients will testify that this isn't just words for us, but is what we do time and time again."*



Shân Dobinson

Over the last 21 years, Trinity Training has employed other specialist trainers to provide the same individual service to their clients and you can read some of their stories over the page. Our thanks go to them too for their hard work often under tight pressures, for their professionalism and for their commitment to Trinity Training and its clients.

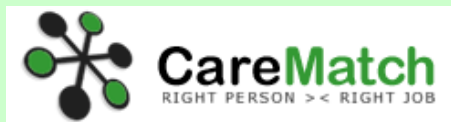
Our Clients

Trinity Training has worked with Staffordshire Social Care Workforce Partnership in developing and delivering presentation skills training for our team of Care Ambassadors, who are both employees and users of the services within social care.

This has given them the skills and confidence to go into schools, colleges and pre employment groups to discuss career opportunities and development in the sector.

This assists in meeting the demand of employers who use our not for profit recruitment website, www.carematch.org.uk in filling the vacancies with appropriately committed staff.

For all your recruitment needs contact
CareMatch



The Association of Christian Counsellors

We worked with Trinity Training on team relationships. There was a specific need within our team to build together following a breakdown between two people.

The morning gave people opportunity to explore how each person has differing styles of being and working. In particular we learned more about ourselves and each was then responsible for applying their own learning.

We ended with a great 'Lego' challenge. The set parameters meant we had to work together effectively as a team to achieve our goals. It was brilliant in identifying different strengths within the team.

ACC provides nationwide standards for Christian counselling and care, a system of accreditation and the recognition of training.



The Fostering Network

The Fostering Network is the UK's leading charity for all those involved in fostering. With more than 30 years of experience and specialist knowledge, we are ideally positioned to provide high quality, informed and expert training on fostering related topics.

Shân Dobinson (Trinity Training) has been an associate trainer with The Fostering Network for 5 years. She is an experienced manager, trainer and facilitator. She has worked closely with us in developing and delivering a range of our pre and post approval courses and has done so to a consistently high standard. Trinity Training is a professionally run company that works in partnership with its clients to deliver positive learning outcomes.

Joanna Adande
Learning and Development Manager



Post Graduate Medical Centres

Every week Coventry and Warwickshire GP's and other health professionals meet for lunch and hear about medical research and breakthroughs, best practice, and government requirements.

Shân Dobinson has been giving us informative and helpful talks on a wide range of topics.

We have learnt to be more skilful with patients, colleagues and consultants, on the telephone and face to face, as well as to handle complaints, stress and time pressure more effectively.

Thank you Shân for the difference you have made for us, as well as for our patients.

Dr. Chris Taggart
GP Tutor

We have too many clients to list them all here, but special thanks go also to:

Balance Street Practice	Bancroft Gardens
Baptist Union of Scotland	Belvedere Park
Bilton House	BMS World Mission
Botany Bay Nurseries	Bristol Baptist College
Business Link West Midlands	CAHA
Child Care Bureau	City College Coventry
Colebridge Trust	Coventry City Council
Darby & Son	Evangelical Alliance
Helen Ley Care Home	ICC
Met Office	Midland Mainline
PGP Training	Progress Children's Services
Phoenix Family Care	OM International
Scottish Power	South Wales Baptist College
Spring Harvest -Memralife	TACT
URC	WIRE
Woodside Medical Centre	Walsgrave Hospital

And our first client in 1988... Sun Alliance

3 Brook St, Wolston, Warks CV8 3HD

www.trinitytraining.co.uk

Tel 02476 542221

Our Associates

CS Training & Consultancy Services

Happy 21st birthday Trinity Training!

I am delighted to say that we have worked with Shân for over 10 years, sharing good practice and on the Ready2Train CD products. It has always been a great relationship and one that I very much value.

CST enable managers, at all levels, to better understand themselves and their impact on others. Our aim is to create high performing management teams. We do this through Executive & Corporate Coaching, Personality Profiling and Training Workshops.

All the best for the next 21 years!



Christine Stevenson

www.cstraining.co.uk

Linden Atkins

I have very much enjoyed working with Shân in the past when we put together and delivered our training package on 'Action on Abuse'.

My current specialised field is in dementia care training.

In association with my colleague Hazel Ratcliffe and also with support from Shân, we are pleased to promote two National Dementia Care Conferences in 2010. They will be held on Friday 8 January and Tuesday 5 October in Stratford Upon Avon, Warwickshire.



Linden Atkins

Congratulations Shân, I am delighted to join you in celebrating your twenty first birthday.

P3 Learning Ltd

Many happy returns on your 21st birthday, Trinity Training, and congratulations!

I was introduced as an associate by a colleague some years ago and have been constantly delighted to share the fellowship of the group.

I work to help organisations and individuals increase their effectiveness in business and outside by improving profitability, the management of team and individual performance and the development and application of personal skills. I do this by working one to one, with small or large groups and with executive teams.



David Starr

www.P3learning.co.uk

Attainment Training

Congratulations on your 21st birthday, Trinity Training!

It has been splendid to have been a part of Trinity Training's story. I worked on the Met Office contract in the 1990s, helping managers understand profit and cash flow. Since then I have continued with a financial training theme.

Attainment Training helps managers understand how they can improve the financial performance of the business. We also help budget holders understand how to meet objectives within budget, and what to do with those monthly reports!



Alex Hewlett

Jim Tweeddale

I have enjoyed working with Shân Dobinson and everyone at Trinity Training over many years and am very pleased to share in their success.

I was part of the Trinity Training team that enabled what was then called the UK Passport Agency and Criminal Records Bureau to review its team briefing system so they could improve communications across the whole organisation. We also helped senior and middle managers to consider their role and sharpen their skills in that process.

I now focus on developing coaching for executives and senior people (especially Christians) who are dealing with difficulties and wanting to be more effective.



Jim Tweeddale

Learning Styles

Although many trainers and managers use excellent material and spend much time and effort in teaching their staff, studies have shown that they rarely transfer their skills to those staff. They often resort to showing their trainees how to solve a particular problem, instead of facilitating them to discover the underlying process and principle that leads to the solution. Yet we all know that copying without understanding what you are really doing is inadequate because no transference of skills takes place. If the trainee is faced with a similar problem again, it is unlikely they will be able to solve it, for the simple reason that they neither worked through nor understood the process that led to the solution.

For example: Do you know anyone who has learnt to swim without getting into water?

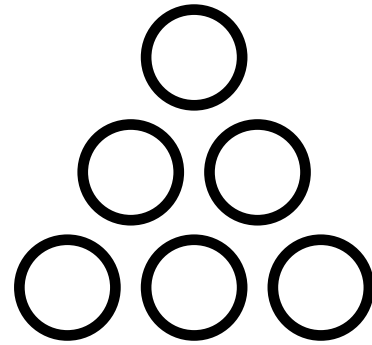
Understanding what the learning process entails will therefore help you and your staff to assess where you stand with regard to a specific situation or problem and why you can or cannot solve it. In order to illustrate the learning process with a live example, take the following or a similar problem and attempt to solve it before you go any further.

Take out 6 identical coins and place them as shown on the right.

Problem: you may only move one coin and you have to end up with two straight rows with four coins in each row.

Carry on until you have either solved the problem or given up in despair!

Good Luck!



Back to the future! So where do we go from here?

While no one can predict the future, you can plan for it. Over 21 years we have been through two recessions and downturns in sourcing and outsourcing, training popularity and bans. Some organisations invest in their people deliberately and conscientiously, becoming a learning environment. Others seem to be dragged kicking and screaming into the training arena, using training as a tick box exercise or a crisis management strategy.

We will continue to work alongside organisations to help them adopt the former rather than the latter approach. We resist the sheep dip approach, preferring to use training to change and equip people to do their job better, and make their organisation more effective and therefore more successful.

As far as we are concerned, people will always be facing new challenges and so training will always have a role to play. This may be blended learning, accreditation, external workshops or internal training (perhaps using our Ready 2 Train CD Roms). It must certainly be focused on outcomes and evaluated against clear criteria with accountability for the individual, their line manager and the organisation as a whole. "Training Needs Analysis" must no longer be a shopping list exercise but grounded in the business needs and priorities.

While we enjoy a wide spectrum of clients and training, we have a particular affinity for the Health and Social Care Sector and especially Foster Care. Shân was a foster carer for her local authority for many years and has fostered 46 teenagers! And still young waifs and strays seem to find their way to her door.

If you have any training questions or requests for further information about anything in this newsletter, please contact Sarah Hancox at Trinity Training.



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