

# Model *Partnership* and Excellence



## SITUATION

Greater Manchester Passenger Transport Executive (GMPTe) is at the forefront of European passenger transport, having developed and managed Britain's

first-on street rapid transport system, Metrolink.

GMPTe required external professional support in delivering its corporate plan and believed it needed to provide additional specialist training for its employees. Indicators suggested that the Business Plan may not be achieved because of the shortage of new training and development opportunities for staff. It was felt that the performance of each individual – and the teams in which they worked would be the critical factor in ultimately achieving the aims of the plan.

It chose to work with Oakridge for innovation and the high levels of customer service for which we are known.

## OUR CONTRIBUTION

After understanding the business needs and winning the support of the directors, we helped the executive achieve corporate change by working across the business in a number of areas. Priority was to give managers the confidence to change, adopting additional people skills which would subsequently have the benefit of motivating other staff. This eventually led to further training from starting to look at change, achieving performance change and ultimately the effect on the organisation.



## PROGRAMME DELIVERY

We provided support in the following areas:

- Devising a learning and development strategy
- HR support
- Organisational development – including developing a competency framework.
- Executive development
- E-Learning
- Performance Management processes working in partnership with Price Waterhouse Coopers)
- Achieving Best Value

## RESULTS

*Our work with GMPTe attracted high levels of praise across the business. The Deputy Director General stated at a project review meeting that our contribution had been excellent. Our approach to partnership is acknowledged as a model partnering process for others to follow.*

## WHAT THE CLIENT SAID

***“ The consultants at Oakridge have perfected the art of responding to their clients needs. This helps to develop a trusting, constructive partnership that has proved invaluable in our organisation for tackling a learning and development programme that seemed initially, to big to handle.”***

Director of Organisational Performance and Change GMPTe.

*achieving more together*