



CASE STUDY

Fife Council

September 2021

The Challenge

Fife Council regularly runs internal training events which are procured from external providers on the back of Training Needs Analysis which we conduct on an annual basis. In 2019 we had established a number of areas which needed addressed and used the option of a mini-competition within our existing framework of L&D suppliers.

One area we identified which needed a new course designed and delivered was around 'Strengthening your Personal Resilience'.

The successful training provider was to focus the key learning outcomes on the following:

- Understanding resilience as a lifetime practice in the modern business world
- Effective behaviours that bring better outcomes to situations of challenge, problems and setbacks in life
- Managing the emotional reality and bringing clarity of thinking and actions to cope with situations within and out with your span of control.

We also required the appointed course facilitator provide supplementary support to participants following each event. MacMillan Training's bid was successful as it met the criteria we had set: effectively developing the course content to meet our objectives; providing the necessary resource and contingency plans; a clear plan for post-course support. All of this was also delivered within our budget requirements.

The Solution

The solution MacMillan Training proposed was in line with what we were looking for. The delivery of the one-day programme was initially presented as a scheme of work, which we discussed, and some small changes were made to suit our specific needs.

We found the team at MacMillan Training to be accommodating and we worked well together when considering the administration and logistics of delivery. We envisaged this course having a broad scope of appeal and being suitable for anyone in the organisation to attend. There were no restrictions put on those who were interested in attending this course.

Fife Council operates an annual calendar of events so we asked MacMillan Training to supply and commit to a number of dates within that diary, which they were more than happy to do.

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The Outcome

The feedback we received from delegates was positive. We have received anecdotal feedback which has given us the confidence to continue with this programme.

At Fife Council we operate our training delivery programme by internal advertising and we use a demand-led approach. MacMillan Training worked closely with us to ensure delivery took place on our agreed dates and were understanding on the occasion we had to cancel. The support of Laura, Vidette and Sheila throughout has been exemplary, they have made themselves available whenever we have needed them to be.

In March 2020 when it became apparent much of our workforce would be required to work from home, MacMillan Training approached us and offered the delivery of this programme using a 'virtual classroom'. We were unable at that time to take them up on this offer, however it is something we will consider for the future and we are planning on re-engaging to include 'Strengthening Your Personal Resilience' in our 2022 programme of activities.

Testimony

We have found MacMillan Training to be available and alert to our requirements. The face-to-face meetings organised pre-Covid were easy to arrange, and they have been very accommodating. The Team met our needs within the timescales we agreed.

We are looking forward to re-establishing our Training Framework and will continue to consider programmes MacMillan Training delivers on our behalf within that framework, including Strengthening your Personal Resilience.

Contact Details

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Plan for Fife - Local Outcome Improvement Plan 2017-2027

Twelve ambitions for a Fairer Fife



Ambitious



Poverty-free



Fair Work



Affordable



Connected



Empowered



Skilled



Healthier