



activitygroup

Business Skills Improvement Testimonials

WHAT OUR CUSTOMERS SAY ABOUT US!



Dinnie Jordan – CEO, Kudos Blends Limited

Kudos Blends has welcomed the assistance of Steve Descher, MD of Activity Group to develop and lead our sales team. Steve has successfully delivered training in areas such as improving presentation skills, sales techniques and account management. With his energetic and positive approach Steve has helped Kudos Blends to achieve its new business goals and develop customer relationships.

We consider Steve to be part of our team as his drive and cheerful disposition is infectious and keeps the momentum going, even in stressful situations or when we are under pressure. We highly recommend Activity Group and their training packages. Any company would benefit greatly from what they can offer.



Exceeded our Business Expectations

Excellent service, a creative approach and made us really look at the way the business was going and the things that needed to be done on the sales front all of which Steve and the team at Activity has now helped us out with – more than happy to would recommend these guys.

Stephen Bishop CEO - Guide2care *The UK's Care Sector Information Provider*



Mark Griffiths – Managing Director

Thinking outside the box may seem a well used cliché but that's exactly what Steve Descher and the Activity team have inspired us to do at Griff & Jones.

They initially challenged our perception of the way ahead and questioned what was holding us back, we knew the question – drop in sales, but although hesitate to step outside of the "Comfort Zone" of still being a reactive order taking IT company we know that we had to do something, so from recommended we brought in the services of the Activity Group and in just 4 months we have seen a major increase in our sales pipeline.



The Activity Group have not only given support to our team with this fresh focused approach but have helped us create the structure through "Sales MOT" to set business goals to enable us to move forward in the IT industry with confidence.



Claire Morton – Managing Director

Sales and Marketing is a big challenge for any business and you need to have confidence in who you work with, especially in a field in which you have limited knowledge.

We have worked with Activity Group throughout this year, assisting me with formulating sales and marketing strategy and providing me with ideas of how to take our product to market. Activity have also helped me with the recruitment of two sales staff, as well as ensured I have a range of understanding in how sales and marketing should be planned and organised in our company.

Finding trust in a sales and marketing partner can be very difficult, but that is exactly what I have with Activity Group and more specifically Steve Descher. I have been genuinely grateful for the service received which has always been of a high calibre, and which has gone 'that extra mile'. Some of my current leads have been provided to me by The Activity Group.

Steve Descher is a very enthusiastic and motivational person whose company I would have no hesitation in recommending.



David Ogden – Managing Director

Supra UK seconded the independent services of Steve Descher –MD of the Activity Group to develop a clear focus on business development, Supra UK recognised that the development of their customers was the most cost efficient source of future sales and that generation of new business was the lifeline of the company and that the most cost effective solution to enable the development to happen would be to contract this specialist service in, and use it as and when required.

The services provided by the Activity Group act as the seamless integral sales and marketing arm of Supra UK, helping the company to achieve its new business goals.

Activity helps Supra UK to optimise their revenue potential with customer satisfaction, retention, up selling programs and new business development marketing campaigns.

The services provided to Supra UK include the day to day management of the sales team, the setting and monitoring of sales targets, forecasting, sales staff development in the areas of sales negotiation, presentation skills and territory management.

The Activity Group are now focusing on new business development and the creation of new markets for the GE KeySafe product and have been working with Supra UK for over 3 years, it's an excellent on-going working relationship.



Supporting Staff Through Transition

Developing the Skills of Dudley NHS Staff

When I contacted Activity Group about the transition support training required for staff across the Cluster in relation to CV writing, interview techniques and presentation skills they were more than helpful. Through discussion they developed a bespoke programme that met the needs of all of my staff to a very high standard. I felt very confident once we agreed the programme and the number of courses to be delivered that I was in safe hands with Activity Group, they confidently supported my assistant to organise the programmes, manage any problems as they arose and throughout the courses gave informal feedback to help support my aim of supporting staff through the transition.

The training was delivered to over 120 staff over 8 sessions and the feedback was almost 100% positive, with the majority stating that the content, the delivery, the trainer and the tools used were 'very good'.

Excellent training provider, excellent service, will definitely use again!

[Black Country Cluster - Human Resources and Organisational Development](#)



MEETING THE NEEDS OF THE ORGANISATION

"Activity Group has delivered training within Dudley PCT for a number of years. The standard of training is high, evaluated extremely well, and the approach flexible and professional. Noted particularly is the trouble taken to gain insight into the needs and culture of the organisation when a bespoke programme is being commissioned. Since the formation of the new Dudley & Walsall Mental Health Partnership Trust in October 2008, Activity were an obvious choice to assist us with the implementation of our soft skills training following on from the success already within Dudley of delivering these programmes for us."

Dudley & Walsall Mental Health Partnership Trust- HR Business Centre



DEVELOPING EXCELLENCE IN CUSTOMER CARE

I confirm that we have engaged Activity Group to work with our organisation in developing staff working within our Outpatients Department as part of a "Developing Excellence in Customer Care" programme.

Steve and his team have worked closely with key managers to understand our requirements, the issues we want to address and the outcomes we need to achieve. Their understanding and knowledge of the NHS and the customer service we are striving to achieve has been key to the development of the learning

inputs they have provided as part of our programme. The participants on the programme have highly rated the sessions delivered by the Activity Group.

I have always found Activity Group to be totally professional, providing a reliable and quality service and would be happy to provide any further information on request.

Head of Learning & Development



IMPROVING TEAM PERFORMANCE

"A thought provoking and mentally stimulating day which gave us the opportunity to reflect not only on the performance of our own teams but also to think about how we functioned as a group as well.

Andrew led us skilfully through discussion and targeted activities interspersed with nuggets of information and anecdotes from his wide experience. He successfully balanced the varying needs of the team members and grasped the essence of the issues extremely quickly. I would recommend this course to any teams who are willing to be open to new ideas and ready to be challenged"

"Before the training course even started I felt that Activity Group not only understood what I wanted to achieve on the day but had experience in similar organisations to which I could relate. The personal contact beforehand, through telephone calls and a visit from Steve Descher, made it easy to I individualise the course content and the delivery on the day reflected this"

Children's Speech and Language Therapy Manager - Hereford County Hospital



DEVELOPING THE SKILLS OF STAFF WITHIN THE COMMISSIONING PCT

We have worked with **Activity Co (UK) Ltd** over the past 3 years in the design and provision of a bespoke development programme for staff within our organisation, '**Developing our Talent**'; it has attributable value to the organisation significantly beyond cost. The work involved:

- Analysis of the current situation via spending time within the organisation
- The development of clear and specific brief produced with Dudley PCT to underpin the project

- Careful selection and briefing all of all in learning groups
- Engaging with the learning group and the Dudley PCT organisation as a whole
- Providing a learning journey for delegates to enhance and develop their talent and skills
- Coaching and project surgeries between sessions to reinforce learning
- Concluding with a series of bespoke projects that when implemented result show great efficiency, a return on investment and enhanced level of service for the patient

Throughout the process I have found Steve Descher and his team to be responsive to our needs and very easy to work with. They were supportive and also very accommodating about changes when we adjusted the programme schedule and content to reflect changing needs.

Their service from start to finish has been exemplary and on a professional, knowledgeable, yet friendly basis. I have no hesitation in recommending their skilled, helpful and friendly approach to Training & Development.

Head of Organisational Development & Workforce Strategy - Dudley PCT



A REFRESHING APPROACH TO DELIVERING QUALITY TRAINING

The Learning and Development team at Newham University Hospital has worked closely with Activity Group for a number of years and has built a strong working relationship with them. The training that we have commissioned with them in the past has always been carried out with a high degree of professionalism with excellent facilitators and quality resources. Their willingness to listen to what we want, coupled with their ability to provide a wide range of programmes that keeps pace with the changing needs of the NHS is refreshing in what can be a very competitive environment.

Newham University Hospital NHS Trust



EXCELLENT CUSTOMER SERVICE

The Learning and Development department within the BSMHT have been working with Activity Co UK to roll out 'Professional Receptionist' courses across the Trust.

The feedback from the courses that have taken place has been very positive. "Having personally attended the course I would highly recommend Activity Co UK to any organisation, as I found the trainer to be extremely knowledgeable and professional. I was particularly impressed with the high quality of resource materials that were used during course. Providing excellence customer service is one of the key factors for building a positive working relationship, to which Steve Descher and his team have managed to do successfully".

Birmingham and Solihull Mental Health NHS Trust



EFFECTIVE PRESENTATION SKILLS

Just thought I'd send you some feedback I received from the Presentation Skills course run on the 16th June (as we haven't run it here before):

- I found the course very useful and actually really enjoyed it. The reason for taking part in the course was to prepare for a presentation I have to give in the near future and to build on my confidence. I feel that both my targets were met.
- I have to say of all the many courses I have been to at BCH this was certainly one of the best.
- Our group size of 10 was good fairly close to ideal I would say .Good to be in a group of mixed professional back grounds and the presenter Hillary clearly knew her stuff. I will recommend it to my colleagues
- **I thoroughly enjoyed the course on Monday; Hilary was excellent and made us feel very at ease right from the start. I certainly picked up some useful tips that I will put into practise the next time I go to a cheque presentation.**
- I found the course very well constructed, the surprise presentations were useful. Maybe more info on styles/techniques used in presenting information to a wide spectrum of audiences would have been useful.

If you require further information or wish to discuss services please contact Stephen Descher at the [activitygroup](http://activitygroup.co.uk).

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