Optimum Results Customer Perceptions



Training & Development Solutions for your Business

Developing capability, performance and results across your organisation.

- **Leadership & Management Development**
- **People & Performance Management**
- **Business Skills & Performance**
- **Customer Experience & Service Excellence**
- **Compliance & Continuous Improvement**
- **Additional Solutions**

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Our Holistic Performance Framework

Optimum Results helps organisations strengthen leadership capability, improve performance and achieve sustainable results.

For over 30 years, we have partnered with organisations across public and private sectors to design practical training programmes aligned to real business challenges.



How our approach improves performance

Our programmes are built around the key drivers of organisational performance, ensuring development activity delivers measurable impact.

Leadership Capability

Develop confident leaders who can guide teams, manage change and deliver results.

People and Culture

Strengthen communication, engagement and performance management practices.

Customer Experience

Align teams around delivering consistent, high quality customer experiences.

Operational Effectiveness

Improve decision making, accountability and continuous improvement.

Commercial Awareness

Build financial understanding to support better business decisions

Dedicated to Improving the Business Performance of our Clients.

Training & Development Prospectus

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Leadership & Management Development



Click here for pricing:



Strategic Leadership & Growth for Senior Managers

Overview

The Strategic Leadership & Growth Programme is designed to support senior managers in leading at a more strategic, organisation-wide level.

The programme focuses on developing the leadership capability required to shape direction, drive performance, and deliver sustainable growth. It supports participants in moving beyond day-to-day management to thinking more strategically, influencing at senior levels, and leading teams and functions through change and complexity.

Programme Content

- The role of the senior leader in driving organisational success
- Strategic thinking, planning and execution
- Leading high-performing teams and functions
- Influencing, communication and stakeholder management at senior level
- Driving performance, accountability and results across teams
- Leading change, transformation and organisational growth
- Commercial awareness and decision-making
- Building leadership capability and succession within teams

Who Should Attend

- Senior managers with responsibility for departments or functions
- Leaders contributing to organisational strategy and decision-making
- Experienced managers preparing for executive or director-level roles
- Individuals responsible for driving performance, change or growth initiatives

Key Outcomes

- Strategic Leadership
- Organisational Impact
- Growth-Focus
- Decision Confidence

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 3 - 6 Workshops

Optional Add-Ons

- 1-1 Mentoring
- European Training Foundation Certification

> *Optimum Results delivered a substantial, tailor-made training program for 43 of our staff who were a mix of senior and front line management. The program was a tremendous success and exceeded all our expectations.*

Silverhill Farm Monaghan



Middle Management Leadership & Management Development

Overview

The Leadership & Management Development Programme equips participants with the skills, confidence and capability required to lead teams effectively and deliver consistent results.

Designed for managers at varying levels, the programme focuses on strengthening core leadership behaviours, improving decision-making, and enhancing the ability to motivate, engage and manage performance. It supports individuals in moving from operational management to a more strategic leadership approach.

Programme Content

- Understanding effective leadership and management styles
- Leading teams to deliver consistent performance
- Communication, influencing and stakeholder engagement
- Motivating, engaging and developing team members
- Managing performance, accountability and results
- Coaching and supporting individual development
- Decision making and problem solving
- Leading change and driving continuous improvement

Who Should Attend

- Managers and team leaders with responsibility for people and performance
- Middle managers seeking to strengthen leadership capability
- Individuals transitioning into more senior roles
- Managers looking to improve team performance and engagement

Key Outcomes

- Leadership Capability
- High Performing Teams
- Confident Decision-Making
- Strategic Thinking

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 3 - 6 Workshops

Optional Add-Ons

- 1-1 Mentoring
- European Training Foundation Certification

Working with Optimum Results means working with real professionals in the industry who understand our business. Our management team have benefitted considerably from their very focused and professionally delivered programmes.

Old Jameson Distillery



Supervisor & Line Manager Management Development

Overview

The Supervisor & Line Management Skills Development programme is designed to equip participants with the practical tools, knowledge and confidence required to succeed in a supervisory or front-line management role.

This programme focuses on building core management capabilities, enabling participants to effectively manage people, communicate clearly, and drive team performance. It supports individuals transitioning into management, as well as existing supervisors looking to strengthen their leadership approach and deliver more consistent results across their teams

Programme Content

- Understanding the role of the supervisor and line manager
- Leadership vs management, when and how to apply both
- Effective communication and team engagement
- Delegation, planning and prioritisation
- Motivating and developing team members
- Managing performance and setting clear expectations
- Handling difficult conversations and conflict
- Problem solving and decision making in a management context

Who Should Attend

- Newly appointed supervisors or team leaders
- Front-line managers responsible for people and performance
- Individuals transitioning from operational roles into management
- Existing supervisors seeking to strengthen their management and leadership skills

Key Outcomes

- Improved Team Performance
- Leadership Capability
- Clear communication
- Manager Confidence

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 3 - 6 Workshops

Optional Add-Ons

- 1-1 Mentoring
- European Training Foundation Certification

We have worked with Optimum Results for several years now and we like the way that their consultants understand our business and our customers. We get real results from the training.

Dromone Engineering



Managing People Working Remotely &/or Hybrid Working

Overview

The Managing People Working Remotely programme supports managers in leading teams effectively within remote and hybrid working environments. As working patterns continue to evolve, managers require practical approaches to maintaining communication, engagement and accountability across distributed teams.

Participants develop the skills required to create structure, maintain productivity and build trust when managing remotely. The programme focuses on practical techniques to support collaboration, ensure clarity of expectations and maintain performance standards regardless of physical location.

Programme Content

- Understanding the challenges of remote team management
- Establishing clear expectations and communication structures
- Building trust and accountability in remote environments
- Managing performance and outputs remotely
- Supporting wellbeing and work-life balance
- Creating structure and clarity for remote teams
- Leading effective virtual meetings
- Managing productivity and outcomes remotely
- Encouraging communication and team connection
- Maintaining culture across remote teams

Who Should Attend

- Managers responsible for remote or hybrid teams
- Supervisors managing geographically dispersed staff
- Project managers coordinating remote contributors
- Leaders seeking to improve remote team performance

Key Outcomes

- Remote Leadership
- Team Engagement
- Clear Structure
- Output Focus

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1-2 Workshops

Optional Add-Ons

- 1-1 Mentoring

> *The team at Optimum Results listen, understand and deliver. I cannot recommend them highly enough.*
>
> **International Development Ireland**



Performance Management for Managers

Overview

The Performance Management programme provides managers with practical tools to set clear expectations, monitor progress and support consistent levels of performance across teams. Effective performance management is essential in achieving organisational objectives and maintaining accountability.

Participants develop confidence in managing both strong and under performance, providing constructive feedback and supporting improvement. The programme focuses on creating clarity around roles, responsibilities and performance expectations, enabling managers to build a culture of accountability and continuous improvement.

Programme Content

- Setting clear performance expectations
- Defining roles and responsibilities
- Monitoring progress and outputs
- Providing constructive feedback
- Managing underperformance professionally
- Supporting employee improvement
- Conducting performance conversations
- Building accountability within teams
- Addressing performance issues early
- Linking performance to organisational objectives
- Encouraging ownership of responsibilities
- Supporting continuous improvement

Who Should Attend

- Managers responsible for team performance
- Supervisors supporting employee development
- Leaders seeking to improve accountability
- Managers responsible for achieving targets

Key Outcomes

- Performance Clarity
- Team Accountability
- Manager Confidence
- Improved Results

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1-2 Workshops

Optional Add-Ons

- 1-1 Mentoring

> *Overall, the feedback was extremely positive, and the CG Global management team advised they were impressed with the results.*

CG Global



Coaching & Mentoring Skills for Managers

Overview

The Coaching & Mentoring Skills programme supports managers in developing the capability of their teams through structured guidance and supportive development conversations. Coaching and mentoring approaches enable managers to build confidence, improve performance and encourage ownership of responsibilities.

Participants learn practical techniques to support learning, encourage reflection and develop problem-solving capability within their teams. The programme helps managers move from directing to developing, creating stronger engagement and supporting long-term capability building within the organisation.

Programme Content

- Understanding coaching and mentoring approaches
- Supporting individual development effectively
- Asking effective coaching questions
- Encouraging ownership of learning
- Providing guidance without directing
- Supporting confidence and capability development
- Building trust through coaching conversations
- Encouraging reflection and problem solving
- Structuring effective development discussions
- Supporting continuous improvement
- Strengthening employee capability
- Creating a learning culture

Who Should Attend

- Managers responsible for developing staff capability
- Team leaders supporting employee growth
- Leaders seeking to improve engagement
- Managers building succession capability

Key Outcomes

- ✓ Coaching Capability
- ✓ Employee Growth
- ✓ Stronger Relationships
- ✓ Development Focus

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1-2 Workshops

Optional Add-Ons

- 1-1 Mentoring

> *Optimum Results did an excellent job with unanimously positive feedback from both participants and senior managers.*

Pinewood Healthcare



Emotional Intelligence Skills for Managers

Overview

The Emotional Intelligence Skills for Managers programme is designed to help participants develop greater self awareness, strengthen interpersonal skills and build the confidence required to manage people effectively.

This programme focuses on improving emotional awareness, enabling managers to communicate more clearly, respond constructively to challenges and build positive working relationships. It supports individuals in managing sensitive situations professionally, strengthening collaboration and creating supportive team environments that contribute to consistent performance.

Programme Content

- Understanding emotional intelligence and its importance in management
- Developing self awareness and recognising behavioural patterns
- Understanding how emotions influence communication and decision making
- Managing emotional responses in professional situations
- Recognising emotional triggers and responding appropriately
- Building trust and positive working relationships
- Creating a supportive and respectful team environment

Who Should Attend

- Managers responsible for leading people
- Supervisors seeking to strengthen interpersonal skills
- Professionals managing team relationships
- Individuals transitioning into management roles
- Leaders looking to enhance communication effectiveness

Key Outcomes

- Self Awareness
- Strong Relationships
- Confident Communication
- Professional Composure

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1-2 Workshops

Optional Add-Ons

- 1-1 Mentoring

Feedback from participants was very positive and the work-based assignments served not only to provide excellent application of leading but also very valuable for the Companies involved.

Waterford Chamber Skillnet



Leading Through Change

Overview

The Leading Through Change programme supports managers in developing the skills required to lead people effectively through periods of organisational change. Change can create uncertainty, resistance and disruption, and managers play a critical role in maintaining clarity, engagement and performance throughout the transition process.

This programme focuses on practical approaches to communicating change clearly, supporting teams through uncertainty and maintaining momentum.

Programme Content

- Understanding the impact of change on individuals and teams
- The role of the manager in leading change effectively
- Communicating change clearly and consistently
- Managing uncertainty and maintaining focus on priorities
- Recognising and responding to resistance constructively
- Supporting engagement during periods of change
- Maintaining performance and accountability during transition
- Aligning teams to new objectives and ways of working
- Encouraging positive attitudes towards change

Who Should Attend

- Managers responsible for implementing change initiatives
- Supervisors leading teams through transition
- Leaders supporting organisational transformation
- Professionals managing change projects
- Individuals seeking confidence in managing change

Key Outcomes

- ✓ Change Confidence
- ✓ Team Alignment
- ✓ Clear Communication
- ✓ Smooth Transition

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1-2 Workshops

Optional Add-Ons

- 1-1 Mentoring

> *I found Optimum Results training content extremely beneficial, worthwhile and extremely useful for life both inside and outside work.*

Beckton Dickinson



Succession Planning

Overview

The Succession Planning programme supports organisations in developing future leaders and ensuring continuity in key roles. Effective succession planning reduces risk, strengthens organisational stability and ensures critical knowledge and capability are retained within the business.

This programme provides managers with practical approaches to identifying potential, developing capability and preparing individuals for future responsibilities. Participants learn how to build structured development plans, support career progression and create a pipeline of talent that enables long term organisational performance and growth.

Programme Content

- Understanding the purpose and value of succession planning
- Identifying critical roles and future capability requirements
- Recognising potential and assessing readiness for progression
- Developing structured development plans for future leaders
- Supporting employee growth and career progression
- Building capability through coaching and mentoring approaches
- Managing knowledge transfer and retention
- Reducing risk through proactive workforce planning
- Creating a sustainable talent pipeline

Who Should Attend

- Managers responsible for developing future leaders
- Senior staff involved in workforce planning
- Leaders seeking to strengthen organisational capability
- HR professionals supporting talent development
- Organisations planning for growth or change

Key Outcomes

- ✓ Leadership Continuity
- ✓ Strong Talent Pipeline
- ✓ Reduced Organisational Risk
- ✓ Future Capability

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 2-3 Workshops

Optional Add-Ons

- 1-1 Mentoring

> *Optimum Results have played a very significant role in developing a more confident and competent Colourtrend team with a clear sense of their roles & responsibilities.*

Colortrend

People & Performance Management



Click here for pricing:



Train the Trainer

Overview

The Train the Trainer programme equips participants with the practical skills required to design and deliver engaging and effective training sessions within their organisation. Many organisations rely on internal subject matter experts to deliver learning, however effective training delivery requires specific facilitation techniques to ensure knowledge transfer is clear, structured and impactful.

Participants learn how to structure learning content, engage participants and deliver training with confidence. The programme supports the development of internal training capability, ensuring learning is consistent, professional and aligned to organisational objectives.

Programme Content

- Principles of effective adult learning
- Structuring training sessions for clarity and impact
- Setting clear learning objectives
- Engaging participants throughout training delivery
- Managing group dynamics effectively
- Communicating clearly and confidently
- Using practical examples to support learning
- Encouraging participation and interaction
- Handling questions and challenges professionally
- Adapting delivery style to suit audience needs
- Evaluating training effectiveness
- Supporting knowledge retention

Who Should Attend

- Internal trainers responsible for delivering programmes
- Managers delivering team training
- Subject matter experts sharing knowledge internally
- Staff responsible for onboarding or upskilling colleagues

Key Outcomes

- Training Confidence
- Structured Delivery
- Engaged Learners
- Learning Impact

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 2-4 Workshops

Optional Add-Ons

- 1-1 Mentoring

One of the most significant impacts is the remarkably increased levels of employee engagement with all participants eager to improve themselves and their performance.

Silverhill Farm



Communication Skills for Managers

Overview

The Communication Skills for Managers programme develops the ability to communicate clearly, professionally and confidently across a range of workplace situations. Effective communication is essential for managing expectations, supporting performance and maintaining positive working relationships.

Participants strengthen their ability to deliver clear messages, listen actively and adapt communication style to suit different audiences. The programme supports improved clarity, reduced misunderstandings and stronger collaboration across teams and departments.

Programme Content

- Principles of clear and effective communication
- Structuring messages for clarity and understanding
- Active listening skills and techniques
- Communicating expectations clearly
- Adapting communication style to different audiences
- Managing conversations professionally
- Communicating change effectively
- Written communication best practice
- Managing misunderstandings constructively
- Providing clear instructions and direction
- Communicating with confidence
- Supporting collaboration through communication

Who Should Attend

- Managers responsible for leading teams
- Supervisors communicating with staff
- Professionals working cross-functionally
- Staff seeking to improve workplace communication

Key Outcomes

- Clear Communication
- Strong Understanding
- Reduced Issues
- Professional Confidence

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1 Workshop

Optional Add-Ons

- 1-1 Mentoring

"The team at Optimum Results listen, understand and deliver. I cannot recommend them highly enough.

Jameson Distillery



Managing Difficult Conversations

Overview

The Managing Difficult Conversations programme builds confidence in addressing challenging workplace discussions in a professional and constructive manner. Managers are often required to address sensitive issues, provide feedback or manage concerns, and having the right approach can significantly improve outcomes.

Participants learn practical techniques to prepare for difficult discussions, manage emotions and maintain a constructive focus. The programme supports managers in addressing issues early, maintaining professionalism and strengthening working relationships.

Programme Content

- Understanding why conversations become difficult
- Preparing effectively for challenging discussions
- Structuring conversations clearly
- Managing emotional responses professionally
- Delivering feedback constructively
- Maintaining focus on outcomes
- Addressing behavioural concerns
- Managing sensitive topics appropriately
- Maintaining professionalism throughout discussions
- Reaching clear and constructive conclusions
- Building confidence in addressing issues early
- Strengthening working relationships

Who Should Attend

- Managers responsible for employee performance
- Supervisors managing team challenges
- HR professionals supporting managers
- Leaders seeking confidence in difficult discussions

Key Outcomes

- Conversation Confidence
- Reduced Conflict
- Clear Outcomes
- Professional Approach

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1 Workshop

Optional Add-Ons

- 1-1 Mentoring

I was delighted to participate in the leadership for Growth Programme, I found the course very beneficial. The modules were very well put together. I enjoyed working with the team throughout the course. I am looking forward to putting the new plans and techniques I learnt into action.

Quality Building Materials



Conflict Management & Resolution

Overview

The Conflict Management & Resolution programme develops the skills required to manage workplace conflict constructively and maintain positive working relationships. Conflict can arise in many workplace situations, however when managed effectively it can lead to improved understanding and stronger collaboration.

Participants learn practical techniques to identify causes of conflict, manage reactions and support resolution. The programme focuses on maintaining professionalism, encouraging open communication and finding solutions that support both individuals and teams.

Programme Content

- Understanding causes of workplace conflict
- Recognising early signs of conflict
- Managing reactions professionally
- Supporting open and constructive discussion
- Identifying underlying issues
- Encouraging understanding between parties
- Managing conflict objectively
- Supporting fair and balanced outcomes
- Maintaining positive working relationships
- Preventing escalation of conflict
- Encouraging professional behaviour
- Building confidence in conflict resolution

Who Should Attend

- Managers responsible for team relationships
- Supervisors managing workplace dynamics
- HR professionals supporting resolution
- Leaders seeking to reduce workplace conflict

Key Outcomes

- Conflict Confidence
- Positive Outcomes
- Strong Relationships
- Team Stability

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1 Workshop

Optional Add-Ons

- 1-1 Mentoring

I highly recommend OptimumResults to any organisation seeking impactful training about business growth.

emakin



Employee Engagement & Motivation

Overview

The Employee Engagement & Motivation programme explores practical ways to improve engagement levels and encourage positive performance behaviours within teams. Engaged employees are more productive, more committed and more likely to contribute positively to organisational success.

Participants learn how leadership approach, communication style and management behaviours influence engagement levels. The programme provides practical techniques to improve morale, encourage ownership and create a more positive and productive working environment.

Programme Content

- Understanding drivers of employee engagement
- The link between engagement and performance
- Motivating individuals effectively
- Encouraging ownership and responsibility
- Recognising contribution and achievement
- Supporting positive workplace culture
- Improving communication within teams
- Building trust and credibility
- Encouraging feedback and participation
- Supporting employee development
- Addressing disengagement early
- Maintaining consistent engagement approaches

Who Should Attend

- Managers responsible for team performance
- Leaders seeking to improve engagement
- Supervisors supporting team morale
- HR professionals supporting organisational culture

Key Outcomes

- Higher Engagement
- Improved Morale
- Positive Culture
- Strong Performance

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1 Workshop

Optional Add-Ons

- 1-1 Mentoring

The material is well thought through and presented by the team. Most valuable is the teams' deep experiences with real life client scenarios and the ability to network with like-minded SMB owner managers whilst sharing perspectives, challenges, and solutions.

Boost Your Sales



Building High Performing Teams

Overview

The Building High Performing Teams programme supports managers in creating collaborative, accountable and results-focused teams. High performing teams demonstrate strong communication, shared goals and clear responsibilities.

Participants learn practical techniques to strengthen teamwork, build trust and improve performance consistency. The programme focuses on supporting collaboration, encouraging accountability and creating clarity around team objectives.

Programme Content

- Characteristics of high performing teams
- Clarifying team roles and responsibilities
- Building trust within teams
- Supporting collaboration and cooperation
- Encouraging accountability
- Managing team dynamics effectively
- Supporting shared objectives
- Addressing team challenges constructively
- Improving communication within teams
- Aligning individual contributions to team goals
- Supporting performance consistency
- Strengthening team effectiveness

Who Should Attend

- Managers responsible for team performance
- Team leaders seeking improved collaboration
- Supervisors developing team capability
- Leaders managing cross-functional teams

Key Outcomes

- Team Performance
- Strong Collaboration
- Clear Roles
- Shared Goals

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1 Workshop

Optional Add-Ons

- 1-1 Mentoring

I recently had the privilege of attending a leadership programme with Optimum Results, and it was truly a transformative experience. The team at Optimum Results demonstrated exceptional knowledge and expertise in leadership development.

Wow Wee



Time Management & Personal Effectiveness

Overview

The Time Management & Personal Effectiveness programme supports participants in improving productivity, prioritisation and overall effectiveness in the workplace. Many professionals face increasing demands on their time, requiring structured approaches to planning, organisation and workload management.

The programme provides practical techniques to help individuals manage competing priorities, reduce pressure and improve focus. Participants develop greater clarity around how they use their time, enabling them to work more efficiently and contribute more effectively to organisational objectives.

Programme Content

- Understanding personal effectiveness in the workplace
- Identifying time challenges and inefficiencies
- Prioritisation techniques and frameworks
- Planning workload effectively
- Managing competing priorities
- Setting realistic goals and deadlines
- Improving focus and concentration
- Managing interruptions and distractions
- Organising tasks for efficiency
- Balancing short-term and long-term priorities
- Developing structured work habits
- Improving consistency in productivity

Who Should Attend

- Managers balancing multiple priorities
- Professionals seeking improved productivity
- Team leaders managing demanding workloads
- Staff looking to improve organisation and focus

Key Outcomes

- Improved Productivity
- Clear Priorities
- Better Focus
- Reduced Pressure

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1 Workshop

Optional Add-Ons

- 1-1 Mentoring

I can't express enough how highly I recommend the training and mentorship provided by Optimum Results, specifically with their help for my business. It has truly been a game-changer for my business journey

Beauty Business in a Box



Delegation & Prioritisation Skills

Overview

The Delegation & Prioritisation programme develops the ability of managers to allocate work effectively while maintaining accountability and performance standards. Effective delegation supports team development, improves productivity and allows managers to focus on higher-value responsibilities.

Participants learn practical techniques to prioritise tasks, assign responsibilities appropriately and ensure follow-through. The programme supports improved clarity in roles, responsibilities and expectations, helping managers build more capable and accountable teams.

Programme Content

- Understanding effective delegation principles
- Identifying tasks suitable for delegation
- Matching tasks to capability levels
- Clarifying expectations and responsibilities
- Communicating delegated tasks clearly
- Setting priorities effectively
- Managing workload distribution
- Monitoring progress without micromanaging
- Supporting accountability within teams
- Building confidence in delegating responsibility
- Developing team capability through delegation
- Improving efficiency and productivity

Who Should Attend

- Managers responsible for team workload
- Supervisors allocating tasks to team members
- Team leaders seeking improved productivity
- Managers developing team capability

Key Outcomes

- Effective Delegation
- Clear Priorities
- Team Accountability
- Improved Productivity

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1 Workshop

Optional Add-Ons

- 1-1 Mentoring

> *I have attended the Export Development Programme with Optimum Results and have found it be extremely beneficial to our business. The trainers are very knowledgeable and have years of experience working with SME's.*

Thomp2Socks



Presentation Skills

Overview

The Presentation Skills programme develops confidence and competence in delivering clear, structured and engaging presentations in professional settings. Strong presentation skills support effective communication, influence decision-making and enhance professional credibility.

Participants learn how to structure content logically, communicate key messages clearly and engage audiences effectively. The programme focuses on practical techniques that improve confidence and ensure presentations are professional, impactful and aligned to objectives.

Programme Content

- Structuring presentations clearly
- Defining key messages and objectives
- Engaging audiences effectively
- Communicating with confidence
- Using visuals to support understanding
- Presenting complex information clearly
- Managing presentation nerves
- Delivering presentations professionally
- Encouraging audience interaction
- Handling questions effectively
- Improving clarity and impact
- Strengthening delivery style

Who Should Attend

- Managers presenting to teams or stakeholders
- Professionals delivering updates or proposals
- Team leaders communicating information clearly
- Staff seeking greater confidence presenting

Key Outcomes

- Presentation Confidence
- Clear Messaging
- Audience Engagement
- Professional Delivery

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1 Workshop

Optional Add-Ons

- 1-1 Mentoring

Straightforward and practical, focused on real workplace challenges. The content is clear, relevant, and immediately useful, with easy-to-apply tools that improve confidence and performance.

Customer Perceptions



Influencing & Negotiation Skills

Overview

The Influencing & Negotiation Skills programme strengthens the ability to influence decisions, build agreement and achieve positive outcomes in professional environments. Managers and professionals often need to influence stakeholders without direct authority, making effective communication and negotiation skills essential.

Participants develop practical techniques to present ideas clearly, understand different perspectives and build constructive agreements. The programme supports improved confidence in influencing outcomes and managing discussions effectively.

Programme Content

- Principles of effective influencing
- Understanding stakeholder perspectives
- Communicating persuasively
- Building credibility and trust
- Structuring negotiation discussions
- Managing differing viewpoints
- Identifying shared objectives
- Handling objections constructively
- Building mutually beneficial outcomes
- Maintaining professionalism in negotiation
- Strengthening influencing confidence
- Achieving positive outcomes

Who Should Attend

- Managers influencing decisions
- Leaders negotiating internally or externally
- Professionals managing stakeholder relationships
- Staff involved in discussions or agreements

Key Outcomes

- Influencing Confidence
- Negotiation Skills
- Stakeholder Alignment
- Positive Outcomes

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1 Workshop

Optional Add-Ons

- 1-1 Mentoring

The course offered me time out of my business to focus on the business. As a busy Director, it was hugely beneficial for me to step away from the day to day and have 'focus' time on the strategic direction of the business.

Donna Reilly Wellness

Business Skills & Performance



Click here for pricing:



AI for SMEs: Practical Use & Compliance Made Easy.

Overview

The Practical AI for Business Productivity programme helps participants use AI safely, effectively, and confidently in a real business setting.
While AI is now built into many everyday tools, organisations often use it without clear structure, oversight, or awareness of risk. This programme goes beyond basic usage, focusing on how AI can improve productivity while maintaining control, quality, and compliance.
Participants will learn how to apply AI to streamline work, support decision-making, and improve output, while understanding their responsibilities in the workplace. The emphasis is on practical use, clear boundaries, and responsible adoption in line with emerging EU and Irish AI regulations.

Programme Content

- What AI is and how it is used in business today
- Practical, low-risk use cases in daily work
- Using AI for writing, communication, and content creation
- Faster research, summarising, and information handling
- Planning, organisation, and idea generation with AI
- Reducing time spent on repetitive tasks
- Writing effective prompts for reliable outputs
- Understanding risk, data sensitivity, and safe use
- Basic AI governance practices (review, logs, controls)
- Aligning use with EU AI Act and workplace responsibility

Who Should Attend

- Managers seeking to improve productivity and efficiency
- Professionals looking to use AI in practical work situations
- Teams interested in improving quality and consistency of outputs
- Individuals seeking confidence using AI tools
- Organisations exploring responsible use of AI

Key Outcomes

- Structured AI
- Practical Skills
- Compliant Processes
- Responsible Use

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 2 Workshops

Optional Add-Ons

- 1-1 Mentoring

> *This session was AMAZING. I learnt so much and feel very excited and enthusiastic about AI and how it can help me with my business and in life generally. Simone had some really interesting stories and information on how AI is being used. Using our own business as prompts when working with AI.*
>
> **GYMnastics FUNdamentals**



Finance for Non-Finance Managers

Overview

The Finance for Non-Financial Managers programme provides participants with a clear understanding of key financial concepts and how financial performance impacts organisational success. Many managers are responsible for budgets or financial decision-making without having a formal financial background.

The programme builds confidence in interpreting financial information, understanding costs and making financially informed decisions. Participants develop practical knowledge that supports improved planning, accountability and performance management within their area of responsibility.

Programme Content

- Understanding financial terminology
- Interpreting financial information
- Understanding profit and cost structures
- Budgeting principles and approaches
- Managing costs effectively
- Understanding financial performance indicators
- Financial decision-making fundamentals
- Understanding revenue and expenditure
- Linking financial performance to business objectives
- Identifying financial risks and opportunities
- Supporting financially informed decisions
- Improving financial awareness

Who Should Attend

- Managers responsible for budgets
- Team leaders managing costs
- Professionals involved in financial decisions
- Staff seeking financial understanding

Key Outcomes

- Financial Awareness
- Cost Understanding
- Better Decisions
- Commercial Confidence

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 3 Workshops

Optional Add-Ons

- 1-1 Mentoring

> *Optimum Results facilitated and managed us through a vitally important Strategic Review. We found them to be very thorough, professional and proactive in all our dealings with the team.*

Morgan's Fine Fish

HR for Non-HR Managers



Overview

The HR for Non-HR Managers programme provides managers with a practical understanding of key HR responsibilities involved in managing people effectively. Managers often play a central role in recruitment, performance management and employee relations without formal HR training.

The programme builds confidence in managing people fairly, consistently and professionally while ensuring compliance with organisational policies. Participants gain practical guidance in handling common HR situations appropriately and supporting positive employee relations.

Programme Content

- Understanding the manager's role in HR processes
- Recruitment and selection considerations
- Managing employee performance appropriately
- Handling employee concerns professionally
- Understanding workplace policies
- Managing absence and attendance
- Supporting fair and consistent decision-making
- Managing workplace behaviour expectations
- Maintaining appropriate documentation
- Supporting employee development processes
- Working effectively with HR functions
- Managing people responsibly

Who Should Attend

- Managers responsible for people management
- Supervisors managing employee issues
- Team leaders involved in recruitment or performance
- Professionals supporting HR processes

Key Outcomes

- HR Confidence
- Fair Decisions
- Consistent Approach
- Reduced Risk

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 3 Workshops

Optional Add-Ons

- 1-1 Mentoring

We have worked with Optimum Results for most of the past decade and happy to confirm that , as their mission statement says, they are indeed "dedicated to improving the business performance of their clients".

Eco Burner



Strategic Thinking & Planning

Overview

The Strategic Thinking & Planning programme develops the ability to think beyond day-to-day operational demands and focus on longer-term priorities and opportunities. Strategic thinking enables managers to anticipate change, identify opportunities and align actions to organisational direction.

Participants develop practical approaches to analysing situations, identifying priorities and supporting effective planning. The programme strengthens the ability to contribute to organisational strategy and improve decision-making.

Programme Content

- Understanding strategic thinking concepts
- Identifying organisational priorities
- Analysing internal and external factors
- Setting clear objectives
- Aligning plans to organisational direction
- Identifying opportunities for improvement
- Supporting long-term decision-making
- Evaluating risks and opportunities
- Structuring planning processes
- Monitoring progress against objectives
- Improving clarity of direction
- Supporting organisational success

Who Should Attend

- Managers contributing to organisational planning
- Leaders responsible for business improvement
- Professionals involved in decision-making
- Staff seeking to strengthen strategic thinking

Key Outcomes

- ✓ Strategic Thinking
- ✓ Clear Direction
- ✓ Better Decisions
- ✓ Long-Term Focus

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1-2 Workshops

Optional Add-Ons

- 1-1 Mentoring

> *We have found the Optimum Results training both on the Enterprise Ireland Programme, and onsite here in Wexford, to be business focused, stimulating and motivational.*
>
> **Clearstream Technologies**

Managing Change Effectively



Overview

The Managing Change Effectively programme supports managers in leading teams through organisational change in a structured and professional manner. Change is a constant feature of modern organisations, and managers play a critical role in supporting employees to adapt, remain engaged and maintain performance during periods of transition.

Participants develop the skills required to communicate change clearly, address concerns constructively and maintain focus on organisational priorities. The programme provides practical tools to support implementation, reduce resistance and ensure change initiatives are delivered successfully.

Programme Content

- Understanding the impact of change on organisations
- Recognising common challenges during change
- Communicating change clearly and consistently
- Supporting teams through uncertainty
- Managing resistance constructively
- Maintaining engagement during change
- Aligning teams to new priorities
- Encouraging positive attitudes to change
- Supporting adoption of new processes
- Managing performance during transition periods
- Strengthening leadership approach during change
- Ensuring clarity of direction

Who Should Attend

- Managers responsible for implementing change initiatives
- Leaders supporting organisational transformation
- Supervisors managing team transitions
- Professionals involved in change projects

Key Outcomes

- Change Confidence
- Team Alignment
- Clear Direction
- Smooth Transition

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1-2 Workshops

Optional Add-Ons

- 1-1 Mentoring

> *I would highly recommend Optimum Results to anyone who wants to train their team to be their best and boost their productivity. Thank you, Optimum Results, for this wonderful learning experience!*

The Wright Hospitality Group



Continuous Improvement & Performance Development

Overview

The Continuous Improvement & Performance Development programme supports organisations in creating a structured approach to improving performance, processes and standards. Continuous improvement encourages teams to identify opportunities, address gaps and enhance consistency across operations.

Participants develop practical techniques to identify performance opportunities, implement improvements and monitor progress. The programme supports the development of a culture focused on learning, improvement and measurable results.

Programme Content

- Understanding continuous improvement principles
- Identifying opportunities for improvement
- Analysing performance gaps
- Encouraging proactive problem solving
- Supporting process improvements
- Monitoring performance progress
- Implementing improvement actions
- Encouraging accountability for improvement
- Maintaining consistency in standards
- Measuring improvement outcomes
- Supporting performance development
- Creating a culture of improvement

Who Should Attend

- Managers responsible for improving performance
- Supervisors supporting process improvements
- Leaders seeking greater consistency
- Staff involved in operational improvement

Key Outcomes

- Continuous Improvement
- Performance Focus
- Consistent Standards
- Measurable Results

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1-2 Workshops

Optional Add-Ons

- 1-1 Mentoring

We have known and worked with the Optimum Results team since 2013 and we have found them to be SME Development Experts, delivering excellent training programs effectively & efficiently

Aurora Consulting



Sales & Commercial Skills

Overview

The Sales & Commercial Skills programme develops the ability to communicate value, build relationships and support commercial performance. Strong commercial skills enable organisations to identify opportunities, respond to client needs and achieve sustainable growth.

Participants strengthen their confidence in engaging with customers, understanding client requirements and presenting solutions effectively. The programme focuses on building credibility, improving communication and supporting positive commercial outcomes.

Programme Content

- Understanding commercial drivers in organisations
- Identifying customer needs and expectations
- Communicating value clearly
- Building professional relationships
- Presenting solutions effectively
- Handling objections constructively
- Supporting positive customer experiences
- Managing client expectations
- Strengthening credibility and trust
- Recognising commercial opportunities
- Supporting organisational growth
- Improving commercial awareness

Who Should Attend

- Staff responsible for business development
- Managers involved in commercial activity
- Professionals supporting client relationships
- Employees seeking stronger commercial confidence

Key Outcomes

- ✓ Commercial Awareness
- ✓ Customer Focus
- ✓ Relationship Skills
- ✓ Business Growth

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 3 Workshops

Optional Add-Ons

- 1-1 Mentoring

> *We have recently completed a Strategic Business & Finance program for SME Managers with the Optimum Results Team. Their practical, experienced and hands-on approach has helped us enormously in building our Strategic Plan for the next phase of our growth and development.*

M-Tec Engineering



Digital Marketing Fundamentals

Overview

The Digital Marketing Fundamentals programme provides participants with a practical understanding of how digital channels can be used to promote products and services, build brand awareness and support business growth. Digital marketing plays an important role in reaching target audiences, communicating value and generating new opportunities.

This programme introduces the core principles of digital marketing and explains how different channels work together to support effective marketing activity.

Programme Content

- Understanding the role of digital marketing in business growth
- Overview of key digital marketing channels
- Understanding target audiences
- Introduction to social media marketing for business
- Understanding website effectiveness
- Basics of search engine optimisation (SEO)
- Introduction to email marketing principles and good practice
- Understanding online advertising, including Google and social media ads
- Measuring digital marketing performance using key metrics
- Creating clear and consistent online messaging

Who Should Attend

- Staff responsible for marketing activity
- Business owners seeking to improve online presence
- Managers overseeing marketing activity
- Professionals supporting business development
- Individuals seeking a practical understanding of digital marketing

Key Outcomes

- Digital Marketing Clarity
- Clear Online Messaging
- Improved Visibility
- Better Marketing Decisions

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 3 Workshops

Optional Add-Ons

- 1-1 Mentoring

> *The Optimum Results' SME Managers' Training Program was excellent and helped us greatly to plan our strategy for growth & profitability, we would love the opportunity to work with the Optimum Results team again.*

Laroche Chocolates



Funding & Grants Strategy

Overview

This programme is designed to help business owners and managers understand the wide range of funding supports available and how to align funding decisions with long term business growth objectives.

This practical programme provides clarity on the funding ecosystem, helping participants understand grant, loan and equity options and how each supports different stages of business development.

Participants will learn how to assess funding readiness, identify the most suitable supports, and build a structured funding roadmap aligned to business priorities.

Programme Content

- Overview of the Irish funding landscape for SMEs
- Understanding different funding types, grants, loans and equity
- Identifying funding options aligned to business stage and growth plans
- Understanding eligibility criteria and application requirements
- Identifying supports available through LEO, Enterprise Ireland and other agencies
- Funding options to support digital transformation and innovation
- Developing a structured funding roadmap for business growth

Who Should Attend

- Business owners and directors planning for growth
- SMEs seeking funding to support expansion or innovation
- Managers responsible for financial planning or investment decisions
- Organisations planning digital transformation or capability development
- Companies exploring grant supports for the first time

Key Outcomes

- ✓ Funding Clarity
- ✓ Strategic Investment
- ✓ Growth Planning
- ✓ Funding Readiness

Delivery Options

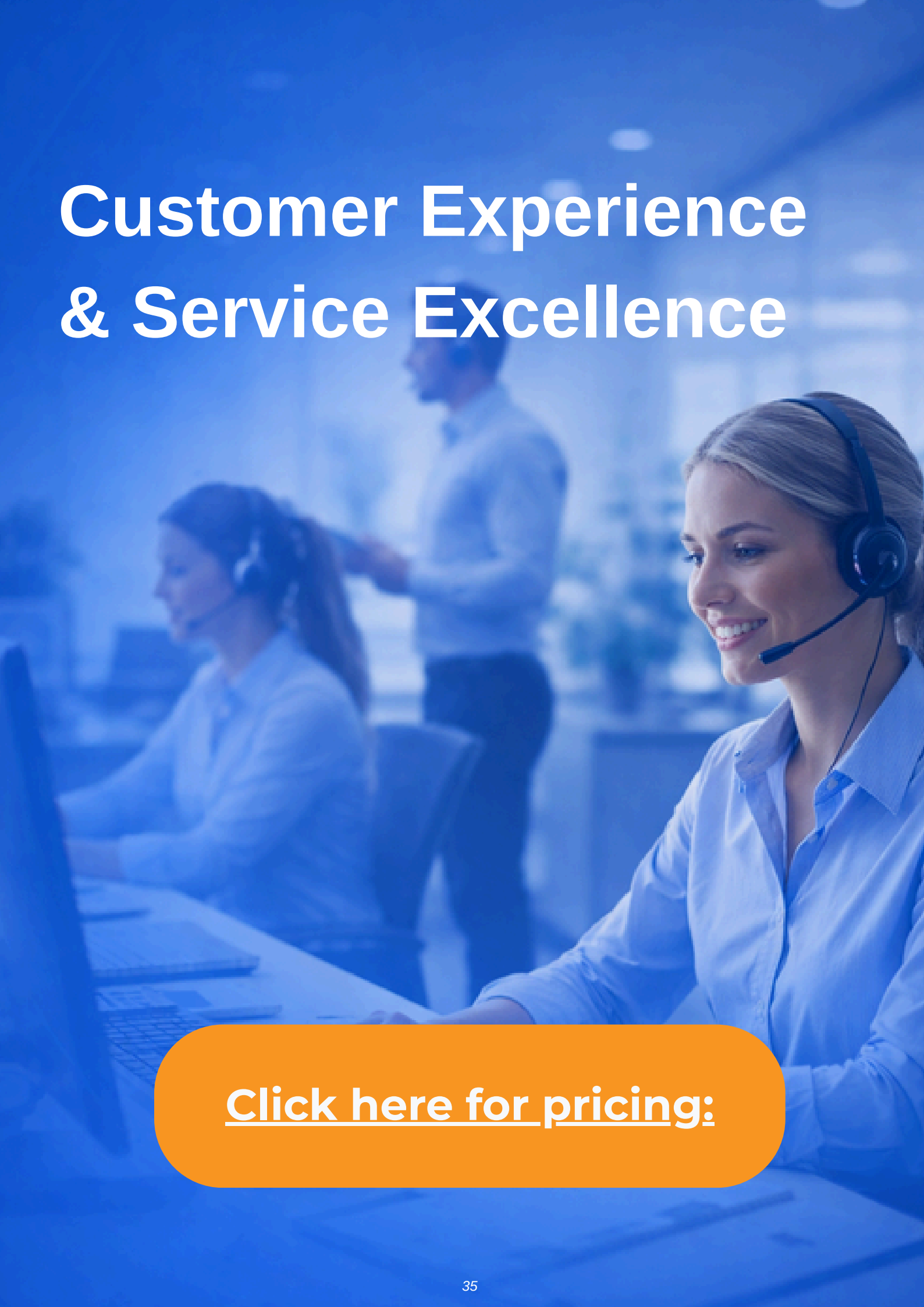
- Onsite | Offsite
- Virtual | Hybrid
- 1 Workshops

Optional Add-Ons

- 1-1 Mentoring

> *The Optimum Results team have been amazing for myself and my business, "my life line". The knowledge, support and confidence they have given me to drive my business forward has been wonderful. They are the best!!*
>
> **Mizu**

Customer Experience & Service Excellence



Click here for pricing:

Customer Service Excellence



Overview

The Customer Service Excellence programme supports employees in delivering consistent, professional and high-quality service experiences. Strong customer service contributes directly to customer satisfaction, loyalty and organisational reputation.

Participants develop the skills required to communicate effectively with customers, understand expectations and respond appropriately in a range of situations. The programme focuses on building confidence, improving service standards and supporting positive customer relationships.

Programme Content

- Understanding customer expectations
- Delivering positive first impressions
- Communicating professionally with customers
- Building rapport and trust
- Listening effectively to customer needs
- Managing customer enquiries confidently
- Maintaining professional service standards
- Handling customer concerns constructively
- Supporting positive customer experiences
- Representing the organisation professionally
- Building customer loyalty
- Delivering consistent service

Who Should Attend

- Customer-facing staff
- Supervisors managing service delivery
- Teams responsible for customer interaction
- Organisations seeking improved service consistency

Key Outcomes

- Service Confidence
- Customer Satisfaction
- Positive Interactions
- Consistent Standards

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1 Workshop

Optional Add-Ons

- 1-1 Mentoring

> *Aidan and his colleagues have had an excellent understanding of the challenges and needs of small business managers through the many years I have known them*

New Frontiers



Mapping the Customer Journey

Overview

The Mapping the Customer Journey programme helps organisations understand how customers interact with their services across multiple touchpoints. Understanding the customer journey enables organisations to identify opportunities for improvement and enhance overall experience.

Participants learn practical techniques to identify key stages in the customer journey and evaluate performance at each stage. The programme supports improved decision-making and strengthens consistency in customer experience delivery.

Programme Content

- Understanding the concept of customer journey mapping
- Identifying key customer touchpoints
- Recognising moments that influence perception
- Evaluating current customer experience
- Identifying service strengths and gaps
- Improving consistency across interactions
- Understanding customer expectations
- Aligning services to customer needs
- Supporting experience improvements
- Linking journey stages to performance
- Strengthening customer satisfaction
- Supporting continuous improvement

Who Should Attend

- Managers responsible for customer experience
- Teams improving service delivery
- Staff involved in service design
- Organisations seeking customer insight

Key Outcomes

- ✓ Customer Insight
- ✓ Journey Clarity
- ✓ Experience Improvement
- ✓ Service Alignment

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1-2 Workshops

Optional Add-Ons

- 1-1 Mentoring

> *The Optimum Results team displayed excellent knowledge and skill across all aspects of this project which was the most successful SME Exporters programme ever undertaken by ADDED. All objectives, outputs and expectations were achieved and most exceeded.*

IDI ADDED



Handling Customer Complaints Effectively

Overview

The Handling Customer Complaints programme develops the skills required to manage complaints professionally and maintain positive customer relationships. Complaints present an opportunity to strengthen trust when handled effectively.

Participants learn practical techniques to respond constructively, manage expectations and resolve issues efficiently. The programme supports confidence in managing challenging situations and maintaining professionalism throughout interactions.

Programme Content

- Understanding why complaints occur
- Responding professionally to complaints
- Listening actively to customer concerns
- Managing emotional situations calmly
- Clarifying issues effectively
- Providing constructive responses
- Managing expectations appropriately
- Maintaining professionalism during discussions
- Identifying appropriate solutions
- Supporting positive customer outcomes
- Learning from complaint patterns
- Improving future service delivery

Who Should Attend

- Customer-facing staff
- Managers handling customer complaints
- Supervisors supporting service teams
- Staff managing difficult interactions

Key Outcomes

- Complaint Confidence
- Positive Outcomes
- Professional Responses
- Customer Retention

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1 Workshop

Optional Add-Ons

- 1-1 Mentoring

> *We have found all team members to be highly engaged; willing to find solutions & suggest alternative ways of working which always delivered positive benefits for our business. They are very accommodating & willing to work with us to achieve our corporate objectives.*
>
> **Applegreen**



Service Standards & Consistency

Overview

The Service Standards & Consistency programme supports organisations in defining, implementing and maintaining clear service standards across teams and locations. Consistency in service delivery is essential in building trust, protecting brand reputation and ensuring customers receive a reliable experience.

Participants develop a clear understanding of how standards influence customer perception and organisational performance. The programme focuses on practical approaches to embedding standards into daily activities, ensuring expectations are clearly understood and consistently applied.

Programme Content

- Understanding the importance of service standards
- Defining clear service expectations
- Communicating standards effectively
- Embedding standards into daily activities
- Supporting consistent behaviours across teams
- Monitoring adherence to standards
- Addressing inconsistencies constructively
- Encouraging accountability for service delivery
- Supporting brand representation standards
- Reinforcing expectations through communication
- Aligning service behaviours with organisational values
- Maintaining consistency across locations

Who Should Attend

- Managers responsible for service quality
- Supervisors overseeing operational standards
- Customer-facing teams
- Organisations seeking consistent service delivery

Key Outcomes

- Clear Standards
- Consistent Delivery
- Strong Reputation
- Quality Focus

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1-2 Workshops

Optional Add-Ons

- 1-1 Mentoring

> *Nothing is too much trouble for them, they fully understand what our retail business needs and they help develop solutions to accommodate us. The insights we have gained since beginning our partnership have proven invaluable in adapting and shaping our customer strategy*

Choice Stores

Compliance & Continuous Improvement



Click here for pricing:



AI Compliance & Governance

Overview

The AI Compliance and Governance programme supports organisations in understanding how to use artificial intelligence responsibly while meeting legal, regulatory and organisational requirements. As AI becomes more widely used in business activities, organisations must ensure appropriate controls, transparency and accountability are in place to manage potential risks.

This programme provides practical guidance on establishing clear policies, maintaining oversight of AI use and ensuring ethical and compliant application of AI tools.

Programme Content

- Understanding AI risks and governance considerations
- Overview of current and emerging AI regulations and standards
- Identifying where AI is used within the organisation
- Establishing clear policies for responsible AI use
- Managing data privacy, confidentiality and security considerations
- Understanding ethical considerations in AI use
- Monitoring and reviewing AI outputs appropriately
- Defining roles and responsibilities for AI oversight
- Managing risk associated with AI generated content
- Supporting responsible and transparent use of AI

Who Should Attend

- Managers responsible for performance, quality, or team output
- Professionals using AI tools in daily work activities
- Teams looking to improve consistency and efficiency
- Organisations introducing AI without formal structure or guidance
- Decision-makers who want to balance opportunity with risk

Key Outcomes

- Responsible AI Use
- Reduced Risk
- Clear Governance Structure
- Compliance Confidence

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 2 Workshops

Optional Add-Ons

- 1-1 Mentoring

> *The main positives were the Professionalism and Responsiveness of the team. Information was very well presented. All important points were discussed in detail with practical examples and plenty of advice and explanation related to each individual business of participants.*

Dowd Engineering



Preparing for Audits & Inspections

Overview

The Preparing for Audits & Inspections programme supports organisations in ensuring teams are fully prepared for regulatory reviews, quality audits and performance assessments. Being prepared for audits reduces risk, strengthens credibility and ensures standards are maintained consistently.

Participants develop practical techniques to understand audit expectations, maintain documentation appropriately and ensure operational readiness. The programme focuses on reducing uncertainty and strengthening confidence in preparing for inspection processes.

Programme Content

- Understanding audit and inspection requirements
- Identifying key compliance areas
- Preparing documentation effectively
- Maintaining accurate records
- Ensuring operational readiness
- Supporting team awareness of standards
- Identifying potential gaps in preparation
- Addressing compliance issues proactively
- Strengthening confidence in audit preparation
- Supporting consistent performance standards
- Understanding expectations of auditors
- Maintaining professionalism during inspections

Who Should Attend

- Managers responsible for compliance
- Supervisors preparing teams for audits
- Staff involved in inspection processes
- Organisations working within regulated sectors

Key Outcomes

- Audit Readiness
- Compliance Confidence
- Reduced Risk
- Strong Preparation

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1-2 Workshops

Optional Add-Ons

- 1-1 Mentoring

The staff that have looked after us have been top class, fully involved in our world and plan and deliver programmes without fail.

Best Drive



Embedding Standards & Accountability

Overview

The Embedding Standards & Accountability programme supports organisations in strengthening ownership of responsibilities and ensuring expectations are consistently met. Accountability contributes to improved performance, stronger reliability and better organisational outcomes.

Participants learn practical approaches to clarifying responsibilities, supporting performance expectations and encouraging ownership across teams. The programme focuses on strengthening consistency and supporting a culture where standards are understood and maintained.

Programme Content

- Understanding accountability in the workplace
- Clarifying roles and responsibilities
- Setting clear expectations for performance
- Supporting ownership of responsibilities
- Encouraging consistent behaviours
- Addressing gaps in accountability
- Supporting performance standards
- Communicating expectations clearly
- Reinforcing professional behaviours
- Encouraging proactive responsibility
- Strengthening consistency across teams
- Supporting performance improvement

Who Should Attend

- Managers responsible for performance standards
- Supervisors managing team accountability
- Leaders seeking improved consistency
- Organisations strengthening operational performance

Key Outcomes

- Clear Accountability
- Strong Ownership
- Consistent Standards
- Improved Performance

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1-2 Workshops

Optional Add-Ons

- 1-1 Mentoring

> *The audits are comprehensive, tailored to our requirements, always delivered on time and do build up a picture of what is happening at a store level. The teams consistent approach has made it a seamless process that fits into our internal reviews and we would have no hesitation in recommending them*

Jump Juice



Turning Insight into Action

Overview

The Turning Insight into Action programme supports organisations in using research, feedback and performance data to drive meaningful improvements. Many organisations gather valuable insight but require structured approaches to translate findings into practical actions.

Participants learn how to interpret insights, identify priority actions and implement changes that improve performance. The programme strengthens the link between measurement and improvement, ensuring insight leads to tangible outcomes.

Programme Content

- Understanding the value of insight
- Interpreting research findings effectively
- Identifying key performance gaps
- Prioritising improvement actions
- Linking insight to operational decisions
- Supporting evidence-based decision making
- Developing action plans based on insight
- Monitoring impact of improvements
- Encouraging data-informed thinking
- Strengthening performance measurement
- Supporting continuous improvement
- Improving organisational effectiveness

Who Should Attend

- Managers using customer insight data
- Leaders responsible for improvement initiatives
- Teams analysing feedback or performance information
- Organisations seeking evidence-based improvement

Key Outcomes

- Insight Application
- Evidence Decisions
- Performance Improvement
- Clear Actions

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1-2 Workshops

Optional Add-Ons

- 1-1 Mentoring

> *The interactive reports have been a valuable insight tool providing quality, action-oriented feedback on our customer experience. Overall, all our dealings have been very straightforward and easy with thoroughly professional outputs.*

Danske Bank

Additional Solutions



Click here for pricing:



Bespoke Programme Design

Overview

Our Bespoke Programme Design service enables organisations to address specific challenges through tailored learning solutions aligned to their objectives, culture and operating environment. Every organisation faces unique priorities, and in many cases a standard programme may not fully address the skills, behaviours or performance outcomes required.

Our team works closely with clients to understand organisational goals, identify capability gaps and design practical learning interventions that support measurable improvement. Programmes can be developed for leaders, managers, teams or specialist functions, ensuring content is relevant, engaging and directly applicable in the workplace.

Bespoke programmes can incorporate elements from multiple subject areas including leadership development, people management, communication, customer experience, business performance, compliance and digital capability. Solutions can be delivered as workshops, blended learning programmes, coaching supports or longer-term capability development initiatives.

Service Approach

- Consultation to understand organisational objectives and challenges
- Identification of capability gaps and priorities
- Design of tailored content aligned to goals
- Integration of real workplace scenarios and case studies
- Development of practical tools, frameworks and templates
- Alignment with organisational strategy and performance goals
- Flexible delivery formats including onsite, virtual or blended learning
- Option to combine multiple subject areas into one programme
- Ongoing refinement based on feedback and organisational needs
- Support for sustainable capability development

Key Outcomes

- ✓ Tailored Learning Solutions
- ✓ Practical Relevance
- ✓ Improved Capability
- ✓ Measureable Impact

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid

Optional Add-Ons

- 1-1 Mentoring

> *We were hugely pleased with the training courses. All participants at all levels reported very positive feedback and the Company has since being reaping the very real benefits of a far superior 'Customer Care & Relationships Management ethos' than at any time in its 37 year history.*

Automatic Fire & Integrated Solutions

Mentoring & Coaching



Overview

The Mentoring & Executive Coaching service supports individual development through structured one-to-one guidance. Coaching and mentoring approaches provide focused support, enabling individuals to reflect, develop capability and strengthen leadership effectiveness.

Participants receive personalised support aligned to their role and objectives. The process encourages reflection, strengthens confidence and supports professional growth. Coaching can support leadership development, performance improvement and preparation for increased responsibility.

Programme Content

- Understanding coaching and mentoring approaches
- Clarifying development objectives
- Supporting reflective learning
- Identifying strengths and development areas
- Building confidence in leadership capability
- Supporting decision-making development
- Strengthening professional effectiveness
- Encouraging structured reflection
- Supporting leadership growth
- Building confidence in role responsibilities
- Supporting career progression
- Strengthening individual capability

Who Should Attend

- Senior leaders seeking development support
- Managers preparing for progression
- Individuals seeking professional guidance
- Leaders developing specific capabilities

Key Outcomes

- ✓ Leadership Growth
- ✓ Professional Confidence
- ✓ Clear Direction
- ✓ Personal Development

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid

> *The course was very beneficial and the mentoring made sure I followed through and addressed the awkward questions and took action. I am so glad I did it. The Mentor had the patience of a saint and I'm so grateful. The Mentor was so easy to talk to and structured things.*
>
> **The Right Catering Company**

Learning Management System - SeamsCloud



Overview

SeamsCloud is a flexible Learning Management System designed to support the delivery, management and tracking of training across organisations. The platform enables organisations to provide consistent learning experiences while maintaining visibility of participation and progress.

SeamsCloud supports blended learning approaches, enabling organisations to combine in-person training with digital learning resources. The platform allows organisations to manage training efficiently, ensuring learning remains accessible and aligned to organisational needs.

Key Outcomes

- Learning Visibility
- Consistent Delivery
- Scalable Training
- Central Access

Programme Content

- Hosting structured learning programmes
- Providing access to digital learning content
- Tracking training participation
- Monitoring learning progress
- Supporting blended learning approaches
- Managing learning resources centrally
- Assigning training to individuals or teams
- Providing consistent access to materials
- Supporting remote learning delivery
- Improving visibility of training completion
- Maintaining training records
- Supporting ongoing development

Who Should Attend

- Organisations delivering internal training
- Managers overseeing learning programmes
- HR and L&D professionals
- Organisations requiring training visibility

> *Since launching the LMS, our learners have found the system easy to use and assigning/tracking training has become much more efficient*

The Convention Centre



Employee Surveys

Overview

Our Employee Surveys service helps organisations gain insight into employee experience, engagement levels and culture. Understanding employee feedback enables organisations to identify strengths, highlight opportunities and make informed decisions .

We work with clients to design surveys that gather meaningful feedback aligned to organisational priorities. Surveys can explore areas such as engagement, communication, leadership, wellbeing, and culture. Results are analysed and presented clearly, providing practical recommendations that support continuous improvement and positive employee experience.

Service Approach

- Consultation to understand organisational objectives and focus areas
- Design of tailored survey questionnaires aligned to organisational needs
- Advice on survey structure, timing and participation approach
- Secure and confidential data collection
- Analysis of results to identify key themes and trends
- Clear reporting with practical insights and recommendations
- Benchmarking options where appropriate
- Support in communicating results internally
- Guidance on prioritising actions based on feedback
- Optional follow up pulse surveys to track progress

Key Outcomes

- Clear Employee Insight
- Improved Engagement
- Stronger Culture
- Informed Decision Making

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid

Optional Add-Ons

- 1-1 Mentoring

> *We have been provided with compelling and concise communications in a timely manner. The quality has been superior, and their client-service attitudes are tremendous. They have helped us to identify areas of strength & opportunities for improvement*

DHL

Training Needs Analysis



Overview

Our Training Needs Analysis service helps organisations identify the skills, knowledge and capability required to support current performance and future growth. Understanding development needs ensures training investment is targeted, relevant and aligned to organisational objectives.

We work with clients to assess existing capability levels, identify gaps and prioritise development areas that will have the greatest impact on performance. The process may include consultation with stakeholders, review of organisational objectives and analysis of role requirements. Findings are presented clearly, enabling organisations to plan learning initiatives that support both individual development and business performance.

Training Needs Analysis can be conducted at organisational, team or role level, providing a structured foundation for effective learning and development strategies.

Service Approach

- Consultation to understand organisational objectives and priorities
- Identification of required skills, knowledge and behaviours
- Assessment of current capability levels
- Identification of skills gaps and development opportunities
- Alignment of development needs to organisational strategy
- Analysis at organisational, departmental or role level
- Clear reporting with practical recommendations
- Support in prioritising development activities
- Guidance on appropriate learning approaches
- Foundation for structured learning and development planning

Key Outcomes

- Clear Development Priorities
- Targeted L & D Investment
- Improved Capability
- Stronger Performance

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid
- 1-2 Workshops

Optional Add-Ons

- 1-1 Mentoring

> *We have worked with Optimum Results for several years now and we like the way that their consultants understand our business and our customers. We get real results from the training.*

Dromone Engineering

Insights & Data Gathering



Overview

Our Insights and Data Gathering services support organisations in making informed decisions that improve performance, customer experience and overall organisational effectiveness. Reliable data and meaningful insight provide a clear understanding of what is working well, where gaps exist and where improvement opportunities can deliver measurable results.

Through our research division, Customer Perceptions, we provide a comprehensive range of insight solutions designed to evaluate performance, understand stakeholder experience and identify practical actions that support continuous improvement. Our research approaches combine robust methodologies with practical interpretation of findings, ensuring insights are clear, relevant and aligned to organisational objectives.

Insights can support improvements in customer experience, employee experience, operational performance, service delivery, compliance and strategic decision making. Findings can also inform training initiatives, enabling organisations to translate insight into targeted capability development.

Services Include

- Mystery Shopping programmes to evaluate customer experience and service standards
- Customer satisfaction surveys (CSAT) and stakeholder feedback research
- Online, telephone and face to face surveys
- Focus groups to explore perceptions, attitudes and experiences in depth
- In store, on street and intercept research
- Service audits and compliance evaluations
- Customer journey mapping research
- Market research and competitor analysis
- Voice of the customer and feedback programmes
- Continuous feedback solutions
- Data analysis, reporting and practical recommendations
- Insight presentations to support decision making
- Ongoing measurement programmes to track performance over time

Key Outcomes

- Clear Performance Insight
- Evidence-Based Decisions
- Improved CX
- Measureable Improvements

Delivery Options

- Onsite | Offsite
- Virtual | Hybrid

Optional Add-Ons

- 1-1 Mentoring

> *These reports are highly user friendly and help us to easily identify trends across the group. This insight has helped us focus our on-going training in these areas and ultimately drive improvements across our store network.*

Henderson Group



Optimum Results

Customer Perceptions

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