



CASE STUDY

Up-skilling to accomplish higher level activity

THE CHALLENGE

Our client was a specialist overseas agency of the United Nations who needed to up-skill its support staff to enable them to operate at a higher level and undertake certain quasi-legal responsibilities.

There was a lack of technical understanding within the team of the requirements of this work and also of the potential implications of not undertaking tasks accurately. The client needed a training provider that both understood the complex nature of performing legal activities and who were experts in critical business skills-development training.

After a formal process of selection, Kaplan Altior was nominated as the provider of choice. Chosen for our competitiveness on price and our client focused approach we worked alongside the agency to co-design the appropriate training solution.

OUR SOLUTION

The first stage of the process was to gain a better understanding of the business, how the work was presently conducted and what outcomes were expected after completion of the training.

By establishing the training objectives from the outset we were able to add relevance to the

training solution devised and ensure it met with the clients priorities. The end result was a week long programme of paralegal skills training that accurately reflected the types of activities that the staff would be required to undertake.

The training was highly interactive and engaging and the programme had a clear focus on practical skills-development.

END RESULT

The programme was a great success and Kaplan Altior received excellent feedback from both the client and participants.

Consequently, we were able to obtain external validation of the delegates' achievement. Each participant was given membership to a recognised paralegal organisation in the UK.

Contact us for more information
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