

Who designs and delivers Training to help Norwood Staff continually develop their skills...

we do™

Norwood is a charity that supports people with learning disabilities and families in need, working with individuals to improve the quality of their lives and achieve their goals. Norwood provides these services to both Jewish and the wider community. These specialist services are delivered by 1200 staff and 700 dedicated volunteers spread across multiple sites. Norwood recognises that in order to maintain high standard of service it is essential to invest in their staff training.

Deverill carried out Training Needs Analysis (TNA) to identify any gap between employee skills and business needs. Following a comprehensive review of the results a bespoke staff training curriculum was designed that's focused upon both the business needs of the organisation and the individual needs of the Norwood end user community.

Deverill has proved that training end users makes them more proficient and increases productivity and job satisfaction, also as end users develop their own skills they become more confident and receptive to learning more about other IT systems.

In addition to the tailored training programmes for larger groups of users, Deverill have introduced Training Clinic days to Norwood. An experienced trainer provides 45-minute pre-booked sessions for individuals or small groups on any topic. Feedback from end users about these sessions has confirmed that they reinforce what was previously learnt, improved individual productivity and has given inexperienced users the confidence to come forward and learn about IT at their own pace, in small, manageable chunks.

Lorraine McKay – Head of IT at Norwood said;

"We have been delighted with the 1:1 training sessions. The feedback from staff is that the format lets them focus on real issues directly relating to their job and allows them to be immediately more productive."



deverill™ we do™

Solutions, Support, Training and more...

For further information on Deverill Ltd or any product or service please contact us at:-

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