

# Red Vanilla



[www.redvanilla.co.uk](http://www.redvanilla.co.uk)

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Red Vanilla is a Sheffield based learning and development company established in 2003 and run by Jon Colman (above) with three specialisms:

## @ Developing Leaders and Managers

We run in-house and open programmes for leaders and managers ranging from newly appointed team leaders and supervisors to Heads of Departments and Directors.

Red Vanilla is an accredited ILM Centre offering nationally recognised ILM qualifications in leadership and management and coaching and mentoring. Please visit [www.redvanilla.co.uk/ilm](http://www.redvanilla.co.uk/ilm) to view the full range of our ILM qualifications.

## @ Improving Customer Experience

We deliver customer experience training programmes. We work with the public sector helping universities to improve student experience, NHS Trusts to improve patient experience and local authorities to improve their customers' experience.

We work with large and small private sector businesses too, helping them to deliver excellent customer service.

You can download our 12 page pdf on Managing Customer Experience here:

<http://www.redvanilla.co.uk/Managing%20Customer%20Experience%20in%20Your%20Organisation.pdf>

## @ Helping People Get Better at Working Together

We deliver a range of training and development events around team and partnership working. We have worked with large teams as well as small but highly diverse teams. We are one of only 5 UK consultants licensed to use Psycho-Geometrics – an engaging and highly memorable way of understanding different behaviours. We're also accredited to use the Belbin Team Roles online and in face to face workshops.



Our clients include a number of small and medium sized enterprises as well as larger organisations:

## Local Government Clients



**Creativesheffield.**  
Transforming Sheffield's Economy



## NHS Clients



## Private Sector



## University Clients

Read about our University sector work here [www.redvanilla.co.uk./universities.html](http://www.redvanilla.co.uk./universities.html)

## Our Prices

We like to be transparent about how we charge for our services. The table below will give you some idea of the likely costs of our services. We will always give you a detailed written quote of our service before you engage us.

| Our Services   | UK Costs                 | Yorkshire and Humber Costs |
|--|--------------------------|----------------------------|
| Group Facilitation for up to 40 people - 1 Day<br>Group Facilitation for up to 40 people - ½ Day | £900 + VAT<br>£550 + VAT | £750 + VAT<br>£450 +VAT    |
| 1 Day On Site Consultancy/Advice<br>½ Day On Site Consultancy/Advice                             | £600 + VAT<br>£400 + VAT | £500 +VAT<br>£300 + VAT    |
| Consultancy work at Red Vanilla office - 1 Day<br>Consultancy work at Red Vanilla office - ½ Day | £375 + VAT<br>£250 + VAT |                            |

## Our List of Courses

Our clients have asked us to provide a wide range of courses.

We've developed a large library of ready-made courses that we always tailor to meet our clients' specific needs.

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1. Appraisal skills for appraisers
  2. Assertiveness
  3. Business Planning
  4. Business Process Improvement
  5. Change Management
  6. Coaching
  7. Communications
  8. Conflict Management
  9. Consultancy Skills
  10. Creativity
  11. Critical Thinking
  12. Culture
  13. Customer Experience
  14. Decision Making
  15. Delegation Skills
  16. Difficult Conversations
  17. Emotional Intelligence
  18. Employee Engagement
  19. Feedback Skills
  20. Goal Setting
  21. Influencing Skills
  22. Interview and Interviewee Skills
  23. Knowledge Management
  24. Leadership And Management
  25. Management Consultancy
  26. Marketing
  27. Meetings (Chairing)
  28. Mentoring
  29. Minute Taking
  30. Motivation
  31. Negotiation Skills
  32. Networking
  33. Partnership Working
  34. Performance Management
  35. Presentation Skills
  36. Selling Skills
  37. Stress Management
  38. Teamwork
  39. Thinking Environment
  40. Time Management
  41. Train The Trainer
  42. Transactional Analysis
  43. Vision And Values