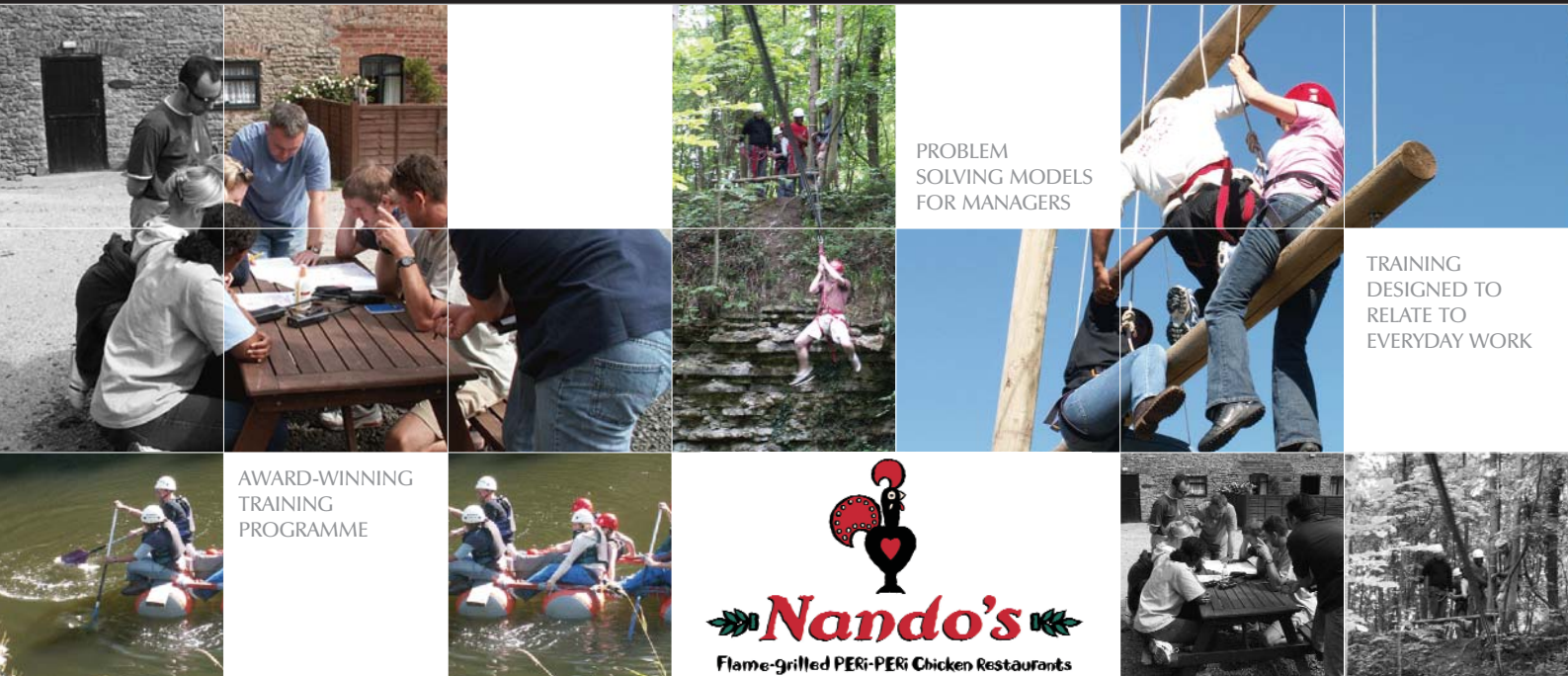


Case study 2: Nando's award-winning training programme



Nando's

"Unique Solutions has done an exceptional job for Nando's. Their ability to adapt to our needs and always deliver what they promise is extraordinary," says Marcelo Borges, Nando's Learning and Development Manager. "We look forward to working with them for yet another year."

Nando's Working in Management Teams (WIMT) programme has won a National Training Award and has been an outstanding success, delivering huge business benefits to the successful restaurant chain. The programme has contributed to a store manager turnover of less than 10%; 90% of all store manager appointments have been filled by promoting assistant managers within the company and 95% of all staff say they enjoy their jobs and feel supported by their management team. In addition, increased flexibility in teams - made possible by the WIMT programme - helped the business grow from 28 restaurants to 144 between 2001 and 2006.

"When training managers at Nando's wanted to improve its existing WIMT training, to make it more relevant to restaurant managers' day-to-day work, they turned to Unique Solutions for fresh ideas and inspiration. We redesigned the programme so all the activities are completely aligned to the objectives and required outcomes," explains Unique Solutions Event Manager Helen Parker. "Delegates now find it easier to relate the three day WIMT programme to their work in the restaurant and hence transfer their learning back to the workplace."

In partnership with the Nando's Learning and Development team, Unique Solutions develops and delivers the ongoing WIMT programme. Incorporating theory, practical exercises and outdoor activities, it focuses on the key elements of successful teams. Nando's wants its restaurant managers to come away from the programme with the skills and tools to deal with problems in a systematic way, so the 'Systematic Problem Solving' model is used. Thanks to the model, managers now have the resources to plan restaurant activities more efficiently and deal with hitches effectively. Managers also learn and practise how to give and receive effective feedback in order to boost team performance, and how to develop a culture in their restaurants that promotes communication and teamwork. By using a variety of different interventions, some practical, some theoretical, some discussion-based, the programme suits all the delegates and their individual preferences for how they learn.

"Thanks to the model, managers now have the resources to plan restaurant activities more efficiently and deal with hitches effectively."



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MOTIVATED TEAMS



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