

Headline Working in Partnership with Local Councils

SINCE October 1998, Headline have conducted IT training for the Royal Borough of Windsor & Maidenhead Council. The majority of the courses have focussed on the Microsoft Office suite from Introductory to Advanced. The delivery of each course is aimed to suit the specific needs of delegates, tailoring the course contents as required.

Microsoft Project 2000

In September 1999, the IT Programme Office Team at the RBWM requested Headline to provide tailored Microsoft Project 2000 training to thirty five delegates from the IT Services Unit. They required a trainer with knowledge of both MS Project 2000 software and Project Management methodology.

Prior to the software training all the delegates attended a presentation day on the benefits of implementing Project Management. Working alongside the IT Programme Office Team, our trainer gave the delegates an overview of the key advantages of using Project Management and examples of how it has radically helped many companies large and small.

The first course we conducted was a tailored upgrade course for existing users in the Project team covering key areas including the Resource Pool and Project Central. The role out of the training program for the IT team then began. Each delegate attended two days Project 2000 training - Introduction and Advanced. The course was designed around the ways in which the Council are using the software.

Positive Response

The response from the delegates has been extremely positive and Project Management is now implemented as a standard working practice.

Headline have worked with Councils for over five

Headline provided an excellent service and attended to every detail of our requirements including constant checking on progress.

The trainer they provided was very good and

Project Managers in ITSU are now using

Project 2000 with confidence.

Senior IT Programme Planner, RBWM

years and during this time have gained a good understanding of their specific requirements.

Prior to this contract Headline spent three years working at Shire Hall with Berkshire County Council supplying specialist software trainers. The delegates attending our courses were from many different areas of the Council including Education, Planning, Highways and Byways, Fire & Rescue and Accounts.

Our trainers spent time with various departments understanding their specific working practices. Many of the courses included working examples and relevant tutorials which focused on the delegates' day to day work.

Productivity Levels Increase

Headline trained over 500 people during this period and feedback to the Corporate Training department within Berkshire County Council showed that staff productivity levels increased considerably.

We specialise in working closely with our customers to establish successful working relationships. The more we know about our clients needs the more recommendations we can make.

