

Case Study No.6

AVIS

Avis Europe is a leading car rental company in Europe, Africa, the Middle East and Asia, serving customers via the Avis and Budget brands in over 3,600 locations.

'The programme ran very successfully due to Robert's involvement and his approach. The process was very engaging for learners, with a high degree of participation. Robert is always prepared to keep the methods interesting and to add new ideas.'

**Training and Development Manager
Avis Europe**



We design and run Management Development Programmes for Avis Europe

Background

Avis's European headquarters wanted to develop its senior and middle managers. It had been running a skills based management development programme but wished to change to a more 'behavioural' approach.

Objective

We were asked to design and run a programme that would have continuity and flow – not just appear as a series of training events.

Methodology

Using as a basis the company's Competency framework we designed a fourteen month programme that consisted of four two day modules and one three day module. These were interspersed by one day workshops and one to one coaching.

We decided to focus on personal development, with the individual participants encouraged to take responsibility for developing any further specific skills by additional work.

The modules were entitled; Managing Self, Managing Others, Influencing the Business, Managing the Business, Business Simulation

Outcomes

The programme ran for seven years and was always over subscribed due to word of mouth. The facilitator regularly received feedback after the programme from those who had attended describing how they had developed and thanking him for the experience.