

## **Carol Barwick Testimonial**

I recently commissioned Carol to deliver training to employability tutors and coaches and careers advisers. These are frontline staff working with vulnerable, disengaged and unemployed young people and adults. The training was about equipping staff to feel more confident about managing challenging behaviour from their customers, and also how to manage more direct conflict and threat should the situation escalate.

I met with Carol before she planned the sessions to explain what the teams do and what I wanted the training to achieve. This meant that Carol was able to provide a very bespoke solution tailored to situations that staff would recognise. Her request to provide some real case studies in advance of the course was a great idea and staff were then able to work through these on the courses to find solutions based on what they had learned. The handbook and laminated aide memoires were very useful and relevant.

Carol's positivity and dynamic style of delivery ensured that some difficult issues and situations were addressed sensitively yet directly; she did not shy away from the 'difficult questions' that may need to be tackled.

Feedback from all the staff who attended was extremely positive and staff said they could easily apply the tools and techniques they learned in both work and personal situations.

The staff who attended have been very forthcoming about being able to put the learning into practice in their work and personal lives, and are still talking about it some weeks afterwards. A number of them have already asked if we could bring Carol back to deliver further training.

I would not hesitate to recommend Carol, and we are keen to work with her again in the near future.

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