



Developing an Eye for Accuracy CASE STUDY

What was the situation?

The Learning & Development team at Rathbone Brothers wanted to supplement their training programme with a new offer. As the UK's leading provider of investment management services for private clients, charities and professional advisers, Rathbone Brothers assessed Scott Bradbury's *Developing an Eye for Accuracy* programme as being a useful addition to their induction for new employees.

What did they do?

Scott Bradbury's team delivered the initial *Developing an Eye for Accuracy* programme followed by a *Train-the-Trainer* session. Rathbone Brothers were impressed by the standard of training and commented that the materials were easy to use and very well set out for both the trainer and the delegates.

What was the result?

Whilst accuracy isn't a particular issue for Rathbone Brothers, *Developing an Eye for Accuracy* has proved to be very popular and enjoyable. Measurable improvements in productivity have been achieved through working smarter as a result of using the techniques practised on the course. For example, the average reduction in error achieved by the delegates is 40.5%, with the highest being 63% and the lowest 11%. The typical increase in speed achieved by the delegates is 21%.



**Davina Coogan, Training Officer,
Rathbone Brothers:**

“ Scott Bradbury are great to work with and if I've had any questions they have been answered without hesitation. I especially like the quizzes that have been sent via e-mail. My colleague and I felt extremely well-equipped to run the session ourselves later due to the support and guidance offered ”

Rathbone Brothers delegates who have attended the course say:

“ I really enjoyed the course & found it very useful. Especially as checking other peoples work & looking at clients hand written letters is a large part of my job, I will definitely use the tips I learnt on the course ”

“ I feel the course has helped me a lot. It has taught me various methods to help me concentrate more ”

“ I certainly think I got some value from the Accuracy Skills course, with strategies for improved accuracy ”

“ I found the course to be very useful and a lot more in-depth that I'd first imagined! There were a lot of handy tips that I will definitely be applying to my daily routine of checking going forward ”

“ I am really glad I volunteered for the course. As well as a reminder we are all human and mistakes can happen, I gained some very useful techniques for data transfer and maintaining concentration which I have been using every day since! ”

“ I found the course really useful, particularly part 2 with the name and address details as it fits in with the nature of my role ”