

# CASE STUDY

## IMPROVING COMMUNICATION SKILLS IT AND SOFTWARE DEVELOPMENT SECTOR



### Client

Graffica Limited is an IT organisation based in Malvern supplying their Graffica System Development Kit (GSDK) software platform to the Air and Rail industries. The company is growing rapidly and looking to expand their software offering to the maritime and road transport industries.

### Need

As the company grew it became imperative that IT technicians would need to communicate with the customer directly to gain a better understanding of their requirements. This would ensure that time and effort was not wasted due to misunderstandings between technical and non-technical individuals. The senior management team, decided that some key listening skills would assist in developing overall communication skills.

### Solution

Arhine Solutions developed a bespoke Active Listening 90 minute High Impact Interactive Training (HIIT) session. The session was developed around the needs of the delegates and was delivered to a total of 15 individuals. The session contained a number of interactive group and individual exercises to encourage delegate participation, apply tools and techniques highlighted in the session and embed the learning.

### Results

The session was rated highly by all delegates with very positive outcomes. Feedback from the management team was also very positive and highlighted the impact of the session. In further discussions with the management team Arhine was able to help Graffica develop a full communication skills programme, combining a mix of HIIT and half day sessions to embed the learning and change behaviours.

“Arhine Solutions offered a personalised approach, discussing our company’s requirements in detail before any training began. The HIIT sessions are a great idea that allowed us to provide some key training points to our staff without taking them out of the office for too long. Jav was also able to tailor his approach specifically to our company’s needs, mixing HIIT and half day sessions to form a full staff development programme.”

Craig Burns, HERMES Product Manager, Graffica Ltd