

## CASE STUDY

# Feedback Summary GRA's Online Learning

We have developed our online learning capability this year to provide a range of modalities that are flexible and support clients requirements during these changing times. Whether clients are looking to enhance leadership, resilience, teamwork or self awareness in their organisation, we offer live virtual classrooms, self-paced e-learning modules, one-to-one virtual coaching sessions and a blended learning capability that incorporates a combination of these modalities. This feedback summary is based on participant feedback from a variety of our online programmes in 2020.

**92%** said they were likely or very likely to recommend our training to others



**97%** said the training met expectations



**99%** said breakout activities aided them in their learning



**99%** Felt comfortable joining virtual sessions and using the technology during the training



**84%** rated the training an 8 or above



**9.0** Average Score Trainer flexibility, support and aiding learning

## JUST SOME OF OUR VIRTUAL CLIENTS



"I was really impressed! The session ran smoothly, the content was engaging, and the session provided a welcome break from day to day work and a chance to connect with colleagues in a different online setting. GRA have done a great job of adapting their leadership development content for synchronous online delivery. Making learners feel comfortable and secure when joining a new session is just as important online as it is face-to-face."

### SAM HOBBS

Support Services Manager L&D, The FA Group

"The best virtual training session I have attended. I was very impressed! Good at making everyone feel at ease, lowering the barriers to engage in discussion and creating a very positive and knowledgeable atmosphere."

### MIKI VAN KOIJ

Msc Student International Management, Kings College London

"I found the virtual learning set up excellent! Coupled with good content and an engaging delivery team, it worked really well in place of face-to-face learning."

### MALCOLM COTTERELL

Head of Engagement & Culture, DS Smith

"Thank you for a very enjoyable two days! Due to the pandemic, this was not our plan A, but I thought it was a terrific plan B. I very much enjoyed meeting all our staff and despite the remote working conditions I sensed an esprit de corps that I really wasn't expecting."

### CAROLINE BARR

Non-Executive Director, Business Banking Resolution Service