

The Social Matrix: Cost-effective, flexible training



How MS Office training gave the team at Cory Riverside Energy the confidence and understanding to do their jobs more effectively.

Cory Riverside Energy is one of the UK's leading resource management, recycling, and energy recovery companies

- Cory can turn more than 785k tonnes of London's non-recyclable waste into energy and aggregate for roads and construction
- Powering 160000 households
- Saving 149000 tonnes of carbon by not sending waste to landfill

www.coryenergy.com

The Challenge:

To find cost-effective, flexible MS Office training for small groups and 1:1 learning.

As Learning and Development Manager, Fiona Cummins is responsible for ensuring all staff at Cory Riverside Energy have the MS Office skills they need to do their jobs efficiently.

The problem is, one-size-fits-all training doesn't work at Cory because the needs of the staff members vary so much.

Employees who are recruited up the ranks and don't have experience using computers often struggle with basic MS Office skills,

whereas people in finance and admin roles need more advanced training.

Plus, shift patterns and the difficulty of releasing people to go on training at the same time, meant Fiona needed to find training for small groups and 1:1 sessions.

And with a limited training budget, cost-effective flexible training proved hard to find in London.



"Not being able to utilise the computers properly definitely affects productivity."

Fiona Cummins
Learning & Development Manager

The Solution:

The Solution: Bespoke MS Office training from The Social Matrix

Fiona heard about The Social Matrix through a recommendation from a colleague.

“Training companies in London tend to be very expensive and aren’t as flexible as The Social Matrix. I was really impressed with how approachable they are and how they adapt their training to the needs of the people attending the course. They’re also more cost-effective than the bigger training companies.”

Over the past two years, Fiona has used The Social Matrix to provide training in MS Word, PowerPoint, and Excel. Some of the courses have been in small groups, others 1:1. They have also run surgery days where staff members book an appointment and spend an hour and a half with the trainer addressing specific needs.

“The flexibility of The Social Matrix means you can call them when you need them. We like the fact they are local and flexible, they fit in with our team’s shift patterns and do half days etc. I also really like the fact they aren’t salesy, they just ask you what you want and deliver.”

The Results:

Greater understanding, ability, and confidence (and fewer mistakes!)

Now the team has had training, they are able to do their jobs more effectively. Their ability and understanding have increased, which means they are much more confident and make fewer mistakes. This has made a big difference, particularly for people in new or specialised roles.

“The biggest impact has been on the people in support functions who achieved greater ability and understanding in advanced features. People who were new to using computers on a daily basis gained in confidence which led to fewer mistakes.”



Lorraine
CEO, Social Matrix

The Social Matrix provides training in cybersecurity, MS Office applications, and social media marketing. All courses are designed to meet the specific needs of your business.

