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Head of Development
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Point North
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DY5 3XQ14th August 2000Testimonial for Jill Dann, Project Director, Training Project for the Launch of Egg**Assignment Description**

Role: Project Director of a Customer Centre training project from initiation to Launch and transition to operations from 17 April 1998 until 11th October 1998.

Objectives: To set-up the induction training at Dudley and Derby sites for the launch of Egg literally from a green field site to the post-launch completion of training and development of associates and team leaders. To transition to permanent employees as far as possible from October 1998 to December 1998.

Achievements: Jill recruited and led a team of 40 people through an intense, highly-pressured period of work creating a successful operation for launch and handing it over, fully documented to permanent employees.

Skills Demonstrated: Programme management and direction, leadership, training and development methodology, negotiation and influencing skills, presentation skills, Microsoft Office Professional and MS Project. (Courage under fire and stamina?!)

Background and Project Diary

On 20 April, three consultants arrived at Point North with a remit to undertake all the induction training necessary to equip all associate and team leader staff for Egg, the new financial services division of Prudential Banking plc.

After some preliminary weeks of project initiation, training needs analysis, risk analysis and fact finding, the training team quickly expanded to comprise the Project Director (Jill Dann), 4 managers, 32 trainers and 4 support staff drawn from OPTA and other organisations. These early phases of the project were quickly followed by a period of intensive training design and development work.

Training of associates and team leaders began on 6 July and quickly built up from a gentle throughput to peak in late August and early September with 10 different training courses running concurrently. By the launch date of 11 October, some 110 associates and team leaders had been fully trained and accredited in a range of 4- or 5-week courses. These courses have provided training in products, processes and systems, telephony and a unique range of soft skills designed to compliment and reinforce the much acclaimed TOUCH/SENSE induction training.

Following launch, the training team contracted to about 20 staff. They remained heavily involved in support and continuation training to enable Egg to meet the very heavy demand for its products. Since launch, a further 244 temporary and permanent staff have received training.

Of Training Express, the Head of Change Management, Martin Ladbroke said, "[This project] has to all intents and purposes been an impossible job to be delivered in impossible timescales. [Jill Dann demonstrated] total commitment to the job in hand and a passionate desire to succeed and deliver an exceptional service".

A handwritten signature in black ink, reading "Jeanette Granger". The signature is fluid and cursive, with the first name and last name clearly distinguishable.

Jeanette Granger
Head of Development