

For more information call us on:

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## Our Rail Experience

### Why Keystone?

After six rewarding years of working closely in partnership with our rail clients, we know that in recent years the ever increasing challenge to maintain competitive advantage, to achieve more with less time and fewer resources, has in turn put greater demands upon people development functions and managers in general. The time and investment you make in developing your people needs to be high impact and get faster and more sustainable results.

Since the beginning, we have been recognised as specialists in generating behavioural change. We are referred to as a development organisation that changes behaviour, excelling at site management and middle management level within entrenched cultures and no-nonsense industries such as rail, road, construction and engineering. Recently, one of our programmes (Balfour Beatty Rail 'Site Management of the Future') was publicly recommended by the Head of Safety of Network Rail as '**leading the way**' and '**transformational**' in rail industry management development.

We have a proven track record of working closely with the railway industry on behavioural, cultural and leadership programmes. Our facilitators deliver programmes to many different market sectors, giving us a broad knowledge, and up to date training methods in a variety of cultures/organisations around the world.

Both the joint Managing Directors of Keystone have worked extensively in the rail environment. Angela Loggie was Client Relationship Director for Jarvis and liaised continually with Network Rail. Sally Burrows has designed and delivered a wide portfolio of training solutions to the railway industry for the last 12 years.



## Our rail clients

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**Arriva Cross Country**  
**Babcock**  
**Balfour Beatty Rail**  
**Barhale**

**Bombardier**  
**CGL**  
**Chiltern Railways**  
**London Midland**

**Merseyrail**  
**Network Rail**  
**Progress Rail**  
**Serco DLR**  
**Southern Railway**

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## Our programmes

Here is an overview of some of the programmes our team members have run for the Railway sector over the last twelve years:

- Behavioural Safety Training (linked to PTS)
- Leadership Development
- Advanced Project Management
- Building High Performance Teams
- Performance Management/Appraisals
- Dealing with Difficult People/Challenging Situations
- Managing Change
- Coaching Skills
- Client Relationship Management
- Core Management Skills
- Influencing Skills
- ILM-accredited Leadership and Management Programmes
- Customer Care Initiatives
- Graduate Development
- One-to-One Personal Development
- Managing Effective Meetings
- Presentation Skills/Communication Skills
- Time Management

All our courses and programmes are designed to be bespoke to your delegates' exact requirements. We view this as a partnership, in which nothing is delivered until all parties are happy.

## Some of our rail industry testimonials and feedback

“Keystone supported us to structure the training programmes to our local requirements at Serco Docklands, by both listening carefully to what we really needed and proposing relevant and very effective training materials and programmes.”

*Frank Slagen, Human Resources Director, Serco DLR*

“Keystone are a customer driven organisation that reacts to the customer needs. Their ability to get a quick and full understanding to the initial issue and to come up with dynamic solutions is one of the reasons why they are our development organisation of choice for over three years. The programmes that they have designed and delivered for our organisation have been instrumental in increased organisational performance. Furthermore, the development streams are now been viewed as best in class within our industry and have been commended by both industry and our client.”

*Liz Stokes, Head of HR, Balfour Beatty Rail*

"Keystone's approach to behavioural safety development is exceptional, both in its delivery and impact. Having observed their technique of Forum Theatre in action, I know that it is highly effective in engaging delegates to approach safety leadership in a new way. Delegates are challenged to think and behave differently and have many opportunities to practise, reflect and re-practise positive behaviours. This is partly due to the thorough research Keystone conducts in advance (to ensure actors have the appropriate language and understanding) and partly due to the actors' unique skills in balancing acting with facilitation.

Actors are able to translate delegates' ideas and reported anecdotes into 'live' scenarios, ready to be explored and worked through by the delegates. This makes the sessions highly energetic, immediate and effective. I have immense admiration for the actors' ability to listen to the delegates and turn their reality into training material and then into a successful outcome.

I have used the same actors to work on one of our successful management development programmes - Site Manager of the Future. They work on the communication, behavioural safety and positive performance management modules and always get a resoundingly positive response from delegates (even those who 'hate role play') as well as resulting in changes on

our sites. The actors are valuable members of the development programme team, which has been short-listed for a Construction News Award this year."

*Chloe Tucknott, OD Manager, Balfour Beatty Rail*

"The Keystone team are responsive, creative and a pleasure to work with. They take the time to get everything right but still meet some very tight deadlines! Recommended!"

Siobhan Kilbane, Organisational Development Manager, Merseyrail

"Thank you very much for the work that you and your team have put in to delivering the safety awareness training that we have done recently. Using actors to get across the message was a new approach to me and I was a little sceptical to begin with, however it has proved to be a very powerful medium for getting a message across in an innovative way to all our guys on the shopfloor and in the offices.

The feedback from everyone who attended one of these sessions has been that it was the different and challenging approach that has made them think again about a topic which some might have said we had already done to death."

*George Law, Head of HR, Progress Rail*

## **Delegate feedback**

"Excellent course, using actors provides the energy needed to make such a good course. Would like all courses to run this way."

"Course was different to any other one but this is good. Trainers were good at getting their point across and the techniques used were interesting so it wasn't boring as most courses are."

"Concise, informative, real, live, excellent."

"It was an enjoyable course, not like the usual boring lectures, and made us all think."