



Benchmark Training Limited

Benchmark Training was established in 2005 by two former military officers to provide high quality training to the Rail industry. The company is based in London but has a presence throughout most of the UK and specializes in the provision of Leadership, Incident Management and Voice Communication training and development programmes.

Coaching for Performance Improvement

One of Benchmark's key capabilities is the provision of Performance Improvement coaching programmes for front-line railway managers, supervisory staff and personnel identified as 'critical communicators'. We typically coach 'front-line' personnel within an organization for whom alternative training doesn't exist, isn't appropriate or hasn't been effective. Our programmes are tailored to meet both the individual's and employer's needs and focus on achieving a permanent change in a person's behavior often to integrate successfully with a programme of change within the employer's organization or industry.

Our coaching programmes are tuned to meet individual needs and, uniquely, are carried out in the workplace to ensure there is no disruption to the output of the employer's organization. Coaching is becoming more widespread across the rail industry as employers look to improve working practices and employee performance to deliver improved services.

Our 'Coaching for Performance Improvement' programme is designed to significantly improve a person's confidence and self-belief and includes development of the following skills:

- Effective planning.
- Problem solving.
- Effective voice communications.
- Time management.
- Incident management.
- Challenging bad practice.
- Interpersonal skills.

All Benchmark coaches are fully trained, are PTS qualified and have the full range of interpersonal skills that you would expect for such an important role. The aim of our 'Coaching for Performance Improvement' programme is to:

“To create a positive and sustainable change in staff behavior that will significantly improve their safety and performance on the railway”.

What We Offer:

- Tailored 'on the job' coaching for all key front-line managers, supervisors and 'critical communicators'.
- The ability to listen carefully to your needs and design a coaching package to meet them
- Coaches who are carefully selected, qualified and experienced
- Total confidentiality between the coach and their student(s)

- A bespoke 'Coaching Portfolio' for each student
- A full coaching validation service to measure improvements in safety and performance
- Post-Coaching management reporting
- Post coaching evaluation to ensure student 'behaviour' is being maintained

Why Benchmark Training?

- We are the only company currently delivering this complete capability
- We have an excellent track record with full references available
- Fully qualified, carefully selected and proven coaches with Rail Sector experience
- Our training programmes are certified to ISO 9001:2000 standards
- We are totally reliable and deliver outstanding value for money

Clients

We are currently delivering Performance Improvement coaching programmes for First Engineering, May Gurney and Network Rail.

Our Team:

Dane Pepperday

A Chartered Member of the CIPD; his primary responsibility is the design, development and management of all our coaching and training programmes. He has extensive knowledge of introducing and co-ordinating a wide range of training, coaching and development programmes and specialises in the Transport, Defence and Security sectors.

Dane was a Royal Logistic Corps officer until 2000 and prior to joining Benchmark he was a Divisional Director in a private sector company delivering training and development solutions to the Defence sector. Dane is a qualified coach and is PTS qualified.

Tony Slaney

A former Warrant Officer and Senior Instructor in the Army, a Police Officer in North Yorkshire, Tony has been with Benchmark since 2005 and is now the manager responsible for all of its coaching programmes. Tony is a fully qualified coach who was responsible for implementing the large programmes with Network Rail, First Engineering and May Gurney. He is PTS qualified and has substantial experience of voice communications on the railways. Tony's programmes incorporate a full range of soft skills, behavioural coaching in addition to providing a full range of advice on how to maximize communications capability for any given situation or work-site.


 The logo for Benchmark Training, featuring the word "benchmark" in a lowercase, sans-serif font, followed by a stylized green arrow pointing to the right.

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