

# Case Study

## University of Law

With its origins dating back to 1876, The University of Law is one of the longest-established specialist providers of legal education in the UK, offering a wide range of professional courses, including law, business, policing, criminology, psychology, computer science and education. A rich heritage and a reputation for leading contemporary teaching practices are supported by a continued focus on developing the best legal minds and business leaders.

100%

of participants affirmed that their objectives were met



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## Background

**During the Covid pandemic, The University of Law engaged with BPA Quality to design and deliver bespoke training workshops, focused on Defusing and De-escalating Challenging Conversations. These sessions were created for members of the University's Assessments team to support and enhance the effectiveness of all their student interactions – especially those of a more challenging nature.**

After positive impact and feedback from delegates and the University, BPA Quality was re-engaged to support further specific challenges, this time for members of the Student Journey Team within the institution.

## Solution

**BPA Quality understands that effective communication is at the heart of human relationships. By refining these skills, we boost our confidence to navigate a range of scenarios, defuse conflicts, and avoid miscommunication, especially in high-emotion situations.**

Both rounds of training were tailored to address the team members' needs in a meaningful and impactful way. The virtually-delivered workshops were followed by a roundtable session, to embed and consolidate the insights and learning gained from the training by reflecting on their application back in role. This session also involved reviewing action plans from the training and exploring any additional challenges the participants might have faced. BPA's trainers found it an absolute privilege to work with the passionate and knowledgeable advisors at University of Law and are eagerly anticipating the additional upcoming sessions that have now been scheduled.

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## Results

The training feedback was very positive, with 100% of the participants who completed the post-course evaluation affirming that their objectives were successfully met. They found the training relevant to their needs and the resources at the right level to challenge the group. Additionally, participants stated the course facilitators showed a strong understanding of the material, enhancing their overall learning experience. Importantly, each learner indicated being able to apply what they learned afterwards.

### A selection of feedback from learners:

I absolutely loved the sessions; it exceeded my expectations and was very detailed and informative. I have definitely learned a number of new things, and I hope to be able to implement my learning moving forward.

Excellent and helpful course felt like the content was really accessible and really enabled you to reflect on your own perspectives and actions. Thank you!

I felt the course was very insightful, and I will be taking a lot away from the course and applying it to my everyday practice... this training was invaluable.

Finding a training provider who was able to effectively tailor content and develop a session that was meaningful for a sector as bespoke and challenging as higher education was always going to be tricky. We needn't have worried, though; BPA took the time to understand our needs fully and made the tailoring of the content a breeze. The teams who have received the BPA training have all responded positively and have acknowledged its value and its contribution to building their own resilience and self-confidence. I couldn't recommend BPA highly enough; if you are looking for a provider who will take the time to understand your challenges and put in the effort to maximise your goals, then you need to look no further.

Anthony Glasscoe-Davies, Head of Customer Service Excellence, was also delighted with the training outcomes, commenting...