

**Gabrielle Ward– Employment Relations advisor, GMB union steward,  
Workplace training advocate**

**TESTIMONIAL**

For well over a year, I researched mediation-training providers, to find one who could meet my very specific requirements.

I came across Steve Hindmarsh's website – and now realise how fortunate I was to find this gem of a company.

Steve's company is totally focused and responsive to your needs. Many companies' promise service excellence and don't quite live up to expectations – he went beyond my expectations and delivered what I consider award winning training.

Let me share with you why I chose Steve Hindmarsh. I have a disability, so travel around the UK to attend a course was not practical. I wanted value for money, but did not want to compromise on quality or content.

Having won sponsorship funding through the John Cope trust as a GMB workplace steward – it was imperative that the course delivered to make good on my commitment to the trust and union members. Steve met all these requirements.

From the first contact, Steve did not try the hard sell and actively encouraged me to checkout other providers (which I already had). We spoke several times - his willingness to give his time regardless of the outcome impressed me greatly. He answered challenging or difficult questions with honesty and authenticity which made him stand out from his competitors.

After committing to the course Steve kept in regular contact, with updates and checking how he could meet any specific needs I might have. Day one of the course he actively sought our views asking what he could improve or adapt to meet our needs.

Although the course was intense, challenging, and thought provoking it was the most rewarding and beneficial I have ever attended. The course content and structure is first class, he is a truly gifted trainer and speaker and held my attention throughout 6 days which in itself is no mean feat!!

So often, you come away from course with a few handouts and very few practical skills. Not so with Steve's training the amount of practical information and knowledge he is willing to share is astounding – very few providers would have provided such a wealth of material in a single program.

Within the first few days of the course, I put into practice the skills learned and improved my communication skills. I used the techniques Steve had taught me and received excellent feedback when one distressed caller was ecstatic at how empowered he felt. Steve ensures you go away with workplace skills and life skills he opens your eyes to the wonders of authentic communication.

If you are considering signing up to any of Steve's courses - *do not hesitate* – grab him while you can – once word gets out - I guarantee he will be in demand.