



ALISON MUNRO  
CORPORATE LANGUAGE

PUBLIC SPEAKING FOR  
INTERNATIONAL MANAGERS

**TRAINING QUALITY CHARTER**



***We are committed to working in a caring, productive and, of course, confidential work environment!***

### **COMMITMENT 1: TO GUARANTEE QUALIFICATION OF TRAINERS**

The Alison Munro Corporate Language trainer holds the qualifications required to carry out assigned training initiatives: initial education qualifications, continuous training certification, professional experience.

Aware of the need to adapt knowledge and skills to markets and evolutions (legal, scientific, economic...), the Alison Munro Corporate Language trainer agrees to follow at least once a year a training programme pertaining to the areas of intervention.

### **COMMITMENT 2: TO ENSURE CONTINUOUS IMPROVEMENT AND QUALITY OF TRAINING**

Our inter-company training seminars are designed to meet the needs of target audiences.

Our intra-company training courses are adapted to the specific needs of our clients. An interview prior to defining a personalised training programme makes it possible to formalise targeted pedagogic objectives.

Customised training materials adapted to the target audience are created to meet teaching objectives, making sure that theoretical input alternates with action.

To facilitate trainees' understanding of the learning content, we make sure that only 20% of training time is dedicated to theory.

As we continuously seek to improve our services, our training courses are assessed at two levels:

**ON-THE-SPOT ASSESSMENT: the quality of training is assessed at the end of each course:**

- Oral: by inviting each trainee to express his/her opinion;
- Written: by completing a questionnaire.

**DELAYED ASSESSMENT: the quality of training and the transfer of acquisitions to work are assessed** approximately two months after completing training by filling in a questionnaire that is sent to each trainee.

### **COMMITMENT 3: TO RESPECT PEOPLE**

As our training courses regularly touch upon confidential issues, all training sessions begin by ensuring a protective framework to guarantee in particular:

- Confidentiality: each trainee undertakes not to divulge the content of exchanges outside the training framework;
- Anonymity: each trainee undertakes not to mention persons outside the training in the context of exchanges and exercises;
- Goodwill and non-judgment: each trainee undertakes to adopt kind behaviour with fellow trainees and him/herself, and not to judge the difficulties discussed.

The Alison Munro Corporate Language trainer ensures exemplary behaviour in line with the values of the company that are:

- Professionalism;
- Respect;
- Neutrality;
- Confidentiality;
- Integrity.

### **COMMITMENT 4: TO FOLLOW A FOUR-STEP QUALITY PROCESS**

To ensure the quality of training for the greater benefit of all trainees, the Alison Munro Corporate Language trainer follows a four-step method:

- Review: meet the trainee and together make a diagnostic assessment;
- Design: create a customised training course, to meet the trainee's specific needs;
- Action: train, depending on constraints and schedules;
- Assessment: measure results against defined objectives, with an individual or group progression report on completion of training.



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