



★ PRET A MANGER ★

## Pret A Manger trains 150 line managers with a tailored management essentials workshop

### Company

#### International sandwich shop chain

Pret A Manger is a UK-based café chain with more than 450 stores across nine countries. Its head office, 75B, is named after the location of the first ever Pret store, and is the UK hub for office-based management roles.

### Challenge

#### Train 150 line managers at head office

HR and Learning and Development leaders at 75B wanted a tailored workshop that would help senior line managers to refresh their people management skills and renew their understanding of the tools and techniques available for them to use and apply.

### Solution

#### A tailored confidence and capability workshop

Led by our director of learning solutions, Pat Ashworth, the HR team ran a tailored Manager Essentials Workshop called 'Managing People at 75B'.



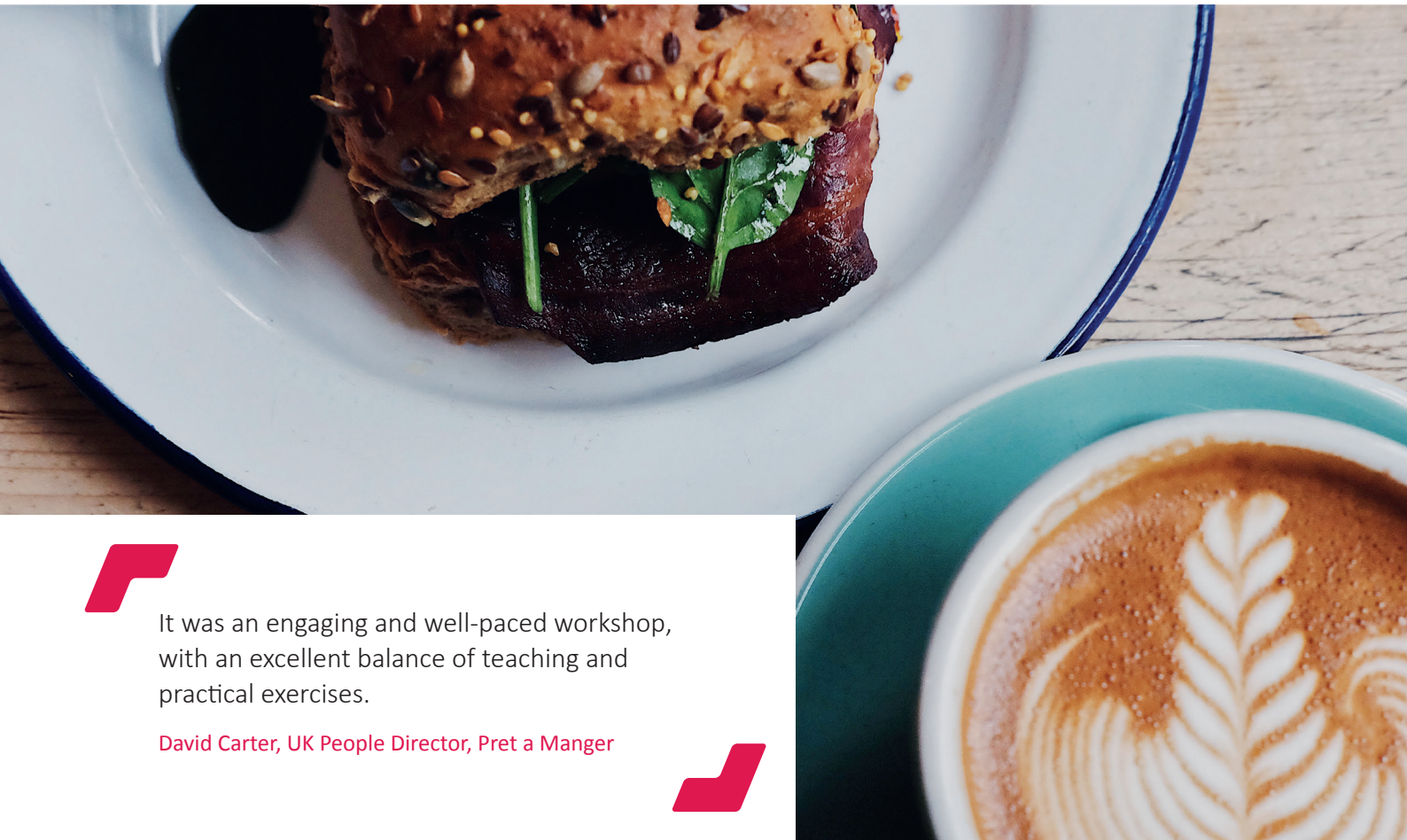
Through roleplay and other group activities, our managers had a great opportunity to share experiences and refine their knowledge and skills. The workshop has given them the confidence to have more effective and meaningful conversations.

David Carter, UK People Director, Pret a Manger

89%

of managers now consider themselves confident at managing people





It was an engaging and well-paced workshop, with an excellent balance of teaching and practical exercises.

David Carter, UK People Director, Pret a Manger

#### **The goal: an engaged, capable team of line managers**

Pret a Manger is known for its strong cultural values – both internally and externally. At its UK Support Centre, it has around 150 line managers working with 350 employees to maintain that culture alongside a high standard of performance.

#### **The opportunity:**

Pret wanted to uplift the capability and confidence of the senior leaders by refreshing their knowledge and skills, enabling them to have even more effective conversations with team members.

Prior to the programme, only 32% of senior leaders rated themselves as confident in the way they managed their people – so the training focused on the core management behaviours.

#### **The capability: specific, targeted training expertise**

Working with David Carter, the company's UK people director, we tailored our Manager Essentials training to create 'Managing People at 75B', a four-part workshop that covered all the key aspects of line management. "AdviserPlus really understood our brief," says David. "They used real case studies and relevant examples to create an engaging training event for our people managers."

#### **The benefit: a relevant, relatable training session**

The first part of the training focused on helping 150 of Pret's managers understand their role, and how exactly it factors into the wider culture of 75B, examining their impact and how they can use their influence more effectively.

The practical aspects of the workshop were threefold:

1. Reviewing and discussing individual case examples
  2. Reviewing and assessing videos of line management interactions
  3. Working in small group practice sessions
- These practical sections were all tailored specifically to Pret's individual procedures and culture, drawing on real-world examples to give the line managers more relatable, relevant skills training.

"Pat Ashworth really brought the training to life," says David. "We received a lot of great feedback from our managers after the event."

**100% of line managers rated the workshop as valuable**

**150 managers trained in essential people management skills**





### The results: improved confidence and capability

The training is designed to help line managers develop the skills they need to have effective conversations with their people. It's about prioritising listening, approaching situations with a logical and factual mindset, and knowing the best ways to communicate.

After the workshop, 89% of the senior leaders described themselves as confident or very confident at managing people, a significant boost from the pre-workshop ratings. Every line manager described the training as valuable, with 45% describing it as 'extremely valuable'.

"Our managers had a great opportunity to share experiences and refine their knowledge and skills," says David. "The workshop has given them the confidence to have more effective and meaningful conversations."



It's given me tangible actions and skills that I will use going forward when I need to have effective conversations.

Line Manager, Pret a Manger



If you have a project that needs to be delivered at pace, and don't have the in-house resource to support the change, get in touch to see how we can help.

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