



## New survey highlights excellence

A survey published today noted excellent results for local company Serene Communications. Stroud based company Serene Communications undertakes regular customer satisfaction analysis. The company creates learning environments for organisations and businesses to provide personal and professional development for their people and help the company prosper.

In a survey published today, the statistics show that across Europe, the training is achieving outstanding success. In Italy, the overall score for all courses, trainers and areas of evaluation was: 91% of all participants marking very good or excellent. 94% of all participants stated the training was very or extremely valuable to them with 90% of all participants stating they can do their job very much better as a result of participating in the courses or indeed noting the course was excellent in this regard. For the wide variety of courses and trainers provided in The Netherlands, participants scored 84% for all aspects of the training with 87% marking the courses as very good or excellent overall. For the same areas of analysis, the score for Germany was 89% and 91% respectively. According to participants in Sweden, 92% stated the training was very or extremely valuable to them with 92% noting that the extent to which they had achieved their learning objectives was very good or excellent and 90% stating that they can do their job very much better or more as a result. In the UK, participants scored between 84% and 92% as very good or excellent in the areas of value, meeting learning objectives, doing their job better and overall satisfaction.

Zarin Hainsworth, Director of Serene Communications says, "It is so gratifying to see these results. We are very proud of our values based training and learning environments. To see what a difference it is making to the lives of so many people is really heart-warming. Especially as the survey covers such a wide variety of courses, countries and trainers. To be getting such consistent high responses is just fantastic and we are hugely proud of all our team. Our trainers are really appreciated with 98% of the participants saying that they are very good or excellent in all areas especially being knowledgeable, enthusiastic, clear and concise."

Serene is hoping to extend future surveys to include other countries where their training takes place such as India, Brazil, Egypt, Russia and Singapore. They anticipate it will echo the results of Switzerland and Austria where 90% of all participants marked the courses as very good or excellent overall, across all courses, trainers and areas of evaluation. 90% of all participants stated the training was very or extremely valuable to them; 85% stated the courses met their learning objectives to a very good or excellent extent; 85% noted they can do their job very much better as a result of participating in the courses or indeed stated the course was excellent in this regard and 93% stated that overall they were very satisfied or extremely satisfied.

Serene creates bespoke learning environments for the corporate, public and community sectors and also provides opportunities for local companies to participate in training locally and thus experience the same programme of excellence.

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