



# CITY INDEX CASE STUDY

## About LCT

LCT International is recognised as a leading, global provider of CPD accredited training.

We are delighted and proud to announce we have recently achieved Provider of Training Excellence Status.

## Training Approach



### Interactive Learning

Case Studies, Group exercises, real - world application to ensure practical engagement.



### Leadership & Stakeholder management Focus

Strengthening Decision-Making, Team Leadership and Collaboration.



### Practical Application

Hands-on experience with tasks and strategies.

## Overview

The Quality Assurance Manager at City Index sought LCT's training to transition from a technical role to management. The intensive course helped improve key leadership skills such as assertiveness, time management, and people management, ultimately boosting confidence and effectiveness in supervising teams and driving performance.

## Challenges

**Transitioning into Management:** The Quality Assurance Manager needed to bridge the gap between technical expertise and effective management skills.

**Time Management:** Struggled with balancing daily tasks and prioritizing essential leadership responsibilities.

**Developing Leadership Confidence:** Initially lacked the confidence to assert authority and provide feedback in a managerial capacity.



## Course Outcomes

- **Enhanced Confidence:** Gained the confidence to take on a more assertive leadership role, enabling effective team management and decision-making.
- **Assertiveness in Management:** Learned the importance of assertiveness in leadership, enabling the QA Manager to give clearer and more constructive feedback to staff.
- **Motivation and Positivity:** Recognized the impact of maintaining a positive mindset on both personal motivation and team morale.
- **Improved Time Management:** Developed techniques for prioritizing tasks and managing time more effectively.
- **Effective People Management:** Acquired practical tools and strategies to enhance people management skills.

## Impact & Testimonials

"My job is to ensure effective quality assurance for all software. In doing this, it is important for me to understand the progress made by each of the teams (by acting as line- manager to the QA testers) and to make sure that everyone is motivated to do their job effectively."

- **City Index Staff**

## Focus On Quality

LCT International is accredited by the British Accreditation Council. This accreditation means that LCT International has chosen to seek external accreditation and receive a review on its processes to demonstrate that it is a high- quality organisation.

In order to achieve BAC accreditation, the institution has to demonstrate that it meets BAC's rigorous standards in four inspection areas:

- ✓ **Management**
- ✓ **Teaching**
- ✓ **Welfare**
- ✓ **Facilities**

## Client Satisfaction

We have built our reputation on the cornerstone of excellent customer service and top-quality training consultants, all of whom have extensive experience in their respective fields.

*The result is extremely high levels of client satisfaction.*

We emphasise the practical element of our delegates' learning experience: we take time to show them how to apply theoretical management concepts to real life scenarios, allowing them to utilise the tools and techniques learnt with their respective work scenarios.