

# Case study

Manchester 2002 Limited



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Arc People Development was approached in mid 2001 to discuss the possibility of working with the Volunteers Section of the Commonwealth Games.

**A great deal of work had already been carried out to write the required handbooks for all 8000 volunteers who would be working during Games time –**

- A Leadership Handbook for all those who were to take on the role of Crew Leader
- An Orientation Handbook which was to be issued to every single Crew Member

The first part of the project was to work with the Handbooks to make them exciting, interactive and a pleasure to read.

The second part was to design, develop and implement a Leadership Training Programme for approximately 2000 people who were to take on a leadership role at Games time. Once developed it was then necessary to brief a team of motivated facilitators to ensure the key messages were delivered.

The final part was to work with areas such as Transport and Accreditation to design, develop and carry out job specific training for groups of up to 100 members of Crew 2002.

**Both the training sessions and the Handbooks needed to be –**

**FUN!  
INTERACTIVE!  
EXCITING!  
ENJOYABLE!  
INFORMATIVE!  
PLEASING!  
MOTIVATIONAL!  
INSPIRING!  
TEAM BUILDING!**

The work was inspirational, tiring and exciting - not to mention challenging!! - working with a team of people who were driven towards a successful event in the middle of 2002.

The Handbooks were colourful, interactive – just brilliant

The Leadership Training Sessions were planned for 200 people at a time to come along on a day in March or April and attend 4 different workshops between 9.30 and 4.30 - quite a challenge but we did it!!

The success of the project speaks for itself, for those who attended the Games in the summer of 2002, read the press reports both locally and nationally or who just experienced the atmosphere of Manchester during Games time – it was clear to see.

Crew 2002 were helpful, polite and fun, enjoying their work, despite the set backs and weather!

The rates of attrition were extremely low - much less than anticipated or even experienced in Sydney and Atlanta.

Manchester 2002 was a success and in no small part thanks to Crew 2002.

*"I have no reservations in recommending the approach of Arc People Development to, and enthusiasm for, effective training and development. The work is always carried out in a professional manner and to a consistently high standard."*

**Carmel Forshaw  
Training and Recognition Manager  
Manchester 2002**

**If you would like to know more about Arc People Development or arrange a meeting, please contact us directly:**

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