



# iFACTORY

iFACTORY was recently acquired by Dimension Data within the applications area, specifically for our consulting knowledge and expertise within the Oracle Cloud Environment.

iFACTORY have enjoyed our partnership with Richard Riche since 2012, when we were first introduced to him via Toastmasters, where Richard and his team created two unbelievable “Speech Craft” programmes for our consultants; from junior to principle levels, in which they benefited greatly over an 8 week period by presenting prepared speeches, unprepared presentations and “off-the-cuff” thinking.

Due to that success, we engaged with him again as our training partner, forming a critical part of the success our graduate programme.

He prepared, presented and engaged with a number of intern and junior consultants ensuring they received the correct grounding for the world of consulting. The programme was dividing into 2 parts:

- Emotional Intelligence
- Presentation Skills

The results were better than expected. Each one of the participants learnt the art of communication, including presenting, listening and engaging which is key to our business of consulting. This was evident in their client interactions, to the point, that a few of the consultants received glowing feedback from their clients either in presentations, requirements gathering sessions and facilitation and product training.

As we have a diverse workforce made up of many different cultures, huge age differences and diverse beliefs, the “EI” course and post course exercises and engagements, created a better team environment through listening, interest, understanding and collaboration, another critical area within our consulting world.

Working with Richard was a pleasure and easy, where he took the time to get to know our business and incorporated examples which were relevant to consulting, coupled with his passion for communication, presenting, engaging and people!

Many thanks

Jane Little  
iFACTORY HR Executive

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