

Case Study: CCBL – Leadership Skills Training Success Story

theknowledgeacademy



Yu Yi

Infrastructure Manager
China Construction Bank London (CCBL)

Why?

Yu Yi, an Infrastructure Manager at CCBL, **wanted to develop stronger leadership and management skills** to improve communication and workplace effectiveness. The goal was to improve communication styles and support more effective leadership practices.

Solution

Yu Yi completed the Leadership Skills course with **The Knowledge Academy** as part of training arranged by his organisation. The strong reputation and structured course delivery further supported his decision. The course focused on leadership, communication, and practical management approaches for the workplace.

Experience

Yu Yi described the training experience as **great** and rated the course content **9 out of 10**. He found the sessions informative and engaging throughout the course. He also appreciated the trainer's friendly and humorous delivery style, which created a positive and comfortable learning environment.

Outcome

The training **improved Yu Yi's understanding of leadership and communication styles** and supported more effective workplace management approaches. It also provided practical techniques that could be applied in professional and team interactions.

Results

- **Quality of Course Content:** 9/10
- **Trainer Feedback:** Met expectations
- **Booking Experience:** Managed smoothly by organisation

Client Testimonial



Yu Yi

Infrastructure Manager, CCBL



“The training was a great experience with informative and engaging sessions throughout. The trainer was friendly, funny, and created a comfortable learning environment. The course helped improve our understanding of communication and management styles, and I would definitely recommend The Knowledge Academy for its strong reputation and quality training.”