



**James Kirby**  
Executive Director

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“Quench is a social enterprise comprised of a café, community hub, and enterprise centre. Our mission is to provide resources in the community to encourage and support the development of new social enterprises, provide free training, community space, and create opportunities for marginalised young people to develop workplace and life skills.

From the beginning of the organisation, Dan from Caplor Horizons has provided us with the benefit of his time, wisdom and expertise to help us develop in key areas of our operation. These include personal coaching of our team to develop strategy for both the organisation and projects; team building with the excellent Caplor House tools; individual coaching of the leadership team, and leading core sessions on our Innovia course for social entrepreneurs.

The partnership with Caplor Horizons has enabled us to grow more cohesively as a team. The Caplor House sessions with Dan helped us to understand ourselves and one another at a deeper level, identify our strengths and communication styles and how to work on areas where personality types may conflict. I would have to say this activity was one of the most important moments in the development of the Quench team.

We have also used The 6 Senses questions to benchmark, reflect and review our ongoing health as a team. This creates an honest and open environment where we can discuss the key metrics, what we are doing well and where improvements can be made. The main benefit of this is that we have become more holistic as an organisation as we grow from a place of mutual understanding and common strategic goals.

Dan’s support and input on the Innovia has been invaluable. His sessions bring wisdom and insight to the topics he covers, but he also has a way of building rapport with the group very quickly. The sessions he has led are a great mix of background knowledge on key concepts related to social enterprise, practical application and some hands-on activities which makes for an enjoyable and engaging learning environment.

All in all, working with Caplor Horizons has enabled us to be more confident as we develop new projects, grow as a team, think more strategically and deliver more effectively. We are privileged and blessed to have access to the wealth of resources Caplor Horizons has to offer.

Our heartfelt thanks and appreciation to you all, it is such a joy and encouragement to be working with you. On behalf of the team and directors at Quench.