

How Can Corporate Induction Be Delivered Cost Effectively?

Peter Brett Associates LLP is one of the UK's leading independent, multi-disciplinary consultancy firms. Operating as a private partnership they offer a wide range of specialist services to private and public sector clients in commercial, defence, education, energy, healthcare, industrial, infrastructure, mining and minerals, residential, retail, rivers and coastal, sport and leisure, transport and waste markets.

The Partnership has won many awards for their project work around the UK and was also placed 27th in The Sunday Times '100 Best Companies To Work For 2005 in the UK', the highest ranked multi-disciplinary engineering firm.

The Requirement

Peter Brett Associates LLP employs over 400 staff members situated throughout the UK from Cornwall to Manchester. They also operate globally through Peter Brett Associates International with offices located worldwide. Organising induction training for new staff members puts great pressure on the HR department, requiring a great deal of ongoing organisation and personnel time in delivering consistent training. It is also difficult to ensure that the information delivered is both consistent and relevant to each member of staff and is up-to-date, as procedures and other documents are continually being updated.

The nature of induction is that there is a lot of information to impart and statistically people usually only retain 25% of information relayed to them in one session, so the need for delegates to have access to information on an ongoing basis for reference and support is important.

Peter Brett Associates LLP like many other organisations also face the difficulty that staff may have been on board for a number of weeks or months before they have the opportunity to attend

an induction course which rather defeats the object!

The Solution

Headline Bespoke Training Ltd conducted a full diagnostic with the Head of HR and the Induction Trainer. This enabled us to discuss the current induction training and the current issues as well as plan the content for the training going forward. Following the diagnostic Headline recommended the best approach for this training would be via e-Learning.

Our e-Learning is an online web-based solution, delivered via the company Intranet. It is modular in design allowing HR and departmental managers to stagger some of the training over several weeks. Users can also cherry pick and replay modules for reference when required.

Modules were developed using a combination of graphics, text and audio narration. We ensured that the training would be accessible by complying with W3 consortium guidelines. A video featuring the Chief Executive was incorporated to provide a professional and warm welcome to all new staff members. Screen simulation videos were also incorporated to show how to get started with internal IT systems and procedures enabling staff to get on with their jobs from day one.

Reporting and Measurement

Two Knowledge Tests were included; one for Health & Safety and one for the Induction training to measure the knowledge gained by new staff members. The knowledge tests comprised a set of multiple choice questions with the results captured into a database and an email notification delivered to key members of staff who can then run reports at the touch of the button.

The results achieved are better inducted staff who have access to training and support 24/7.