



Case Study:
Wilson James Security
ILM Level 2

Changing attitudes at the one of the leading providers of security, logistics and business support services in the UK



Attitudes are changed from 'what can the business do for me?' to 'what can I bring to the business?'

The challenge

Wilson James were concerned about competence levels within the organisation. This was of particular concern as they have to meet national standards and, at the time, their internal training was not delivering the required results. It was important that the training developed a 'team' atmosphere and feeling of involvement amongst the staff members. By engaging staff through this training, Wilson James were looking to up-skill individuals, identify those who were ready for new challenges and improve the performance of the company.

The solution

With a firm commitment to staff development, the timing of the Government funded training was a perfect opportunity for Wilson James. This programme, the Introductory Certificate in Team Leading, was flexible enough to meet their identified training needs for an entire level of management within the company. The company committed to paying for those people they wished to undertake the training where they were not eligible for funded places.

The People Development Team worked with Wilson James to ensure a mix of modules that would meet their key criteria for development. This included The ILM Level 2 Team Leader programme (which they rolled out throughout the company). This involved Security supervisors and team leaders attending a four day programme based upon identified competences. Programmes were scheduled to meet shift patterns and locations.

Benefits

Delegate feedback from the programmes was extremely positive, but more importantly the company reported improved communications, a greater sense of 'ownership' by staff and increased individual self-confidence. This brought an additional enthusiasm for change—essential in a business which is driven by many external forces—and the additional benefit of an accredited qualification for their staff.

Gemma Quirk, HR Director for Wilson James said "The benefits of the training are ongoing—attitudes are changing. We now have a strong internal framework for development that also helps to integrate new staff more quickly and efficiently."

"The whole exercise has also improved our processes, and best of all is the positive attitude it has brought to the business which has a knock-on effect with our clients too."

Ongoing development

Wilson James are now looking at the development of the competence frameworks into the appraisal and support processes, developing a comprehensive coaching programme across the organisation and tailoring the Team Leader programme to different aspects and functions within the business to increase relevance.

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