

# The Revolution in Training & Staff Engagement is creating change

*Training & Staff Engagement in the Cleaning industry is changing, and the pace of change is growing.*

**A**t UhUb we are seeing more and more businesses, organisations, and key individuals talk to us and realise a good 'whole-workforce' Training & Engagement solution is the way to go, that there's a need to do much more than ticking a box with a bit of 1-2-1 activity, or for that matter, that training alone isn't enough any longer. There must be more.

Let me explain. 1-2-1, Train the Trainer, Induction training, and other traditional methods are great and are needed, especially if a 'blended' approach is what you are after. We certainly don't see ourselves as competition to these methods, but, they are in all truth simply not enough to cover entire workforces alone. Once you reach large numbers in the workforce it becomes impossible to cover every single person effectively, consistently, and ensure all receive an identical training experience via the usual 1-2-1 methods.

As well as training, to be truly effective, any whole-workforce solution must also have a significant 'Engagement Eco-System' around it. I meet many who say that 'videos don't work', 'we tried it', 'no one logs on', and when you look, it's just videos on a website. No wonder no one wants to bother, the videos are often poor, too long, dull in content and pace, there's no call to action or engagement elements around it to retain interest, and it just feels like 'more work'.

UhUb, whilst developing and constantly reviewing our learning



*Stephen Goodall - MD and Paul Griffiths - Ops Director 'Client Community, constant improvement and doing better for the workforce, are at the heart of what UhUb is about.'*

content in alongside City & Guilds, focusses heavily on constant improvement around the wider 'engagement' picture. Whether that's language assistance, accessibility, rewards, social, communication, work related information, real time data driven reporting, or external elements such as sharing success, ideas and improvements through our Client Community. It all adds up to an 'experience' and is key to generating enthusiasm from both the workforce 'out there', and the management and HQ staff, which generates success's. (Just follow us on LinkedIn and you'll see some there). This in turn creates

engagement, increases standard skillsets across the work-force, improves productivity, reduces churn and overheads, improves manager activity focus & results, provides real time visibility, and so much more, all creating significant benefits to the 3 tiers of Staff, Business, and End Client.

Traditional training as I have seen it, is often of great quality content wise, but it lacks coverage, and is subject to the skills, character, and even mood, of the trainer. UhUb is the solution to this and leads the way in accessible whole-workforce training and engagement. However, we don't develop in sweet isolation, as mentioned we do so alongside our community of clients. Also, as with anything, simply having UhUb isn't enough, you must embrace it and bring 'Training is a must for all' into your culture. It's this that means every client has a unique relationship with UhUb in their business.

Each of our clients has committed to long term, whole workforce training with UhUb, and are developing the use of UhUb in their own style, achieving their own results, developing their own focus on culture change and workforce engagement, and, each are moving at their own pace. All of which is fascinating to watch, exciting to be influencing, and enjoyable to be influenced by. Community input is the best R&D you can get, and we relish it.

Our clients all tend to be forward thinkers and lead the way in other areas too. But our focus here is on Whole-workforce Training & Engagement, and the development of training in the sector.

So, with the importance of Client Community in mind, I wanted to share the thoughts of a few of those businesses that have joined UhUb in the training revolution, by asking a few questions across a several Editorials. This time I

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have been asking questions around Training to date and why they decided to change methods.

Here's some of what they had to say;

## How were you delivering training before, how successful was it, and what training challenges have you had?

**Lee Andrews (CEO of DOC Cleaning);**

Training was generally delivered directly on site by the supervisor, 1-2-1 with the trainee. It was based upon a set criterion, which was task based and consisted of Mandatory, Essential, and Advanced skill sets. Further training and assessments were carried out with specific staff for BICSc CPSS certification, with further opportunities made available for selected employees on courses provided by IOSH, ILM, and so forth.

Whilst this training was generally successful, it did not offer complete consistency due to the delivery method, and the trainer's competence. Also, there was added pressure placed on training new staff, especially due to limited time to complete all training thoroughly and successfully.

Finally, administration and training records were difficult to maintain consistently as trainers had to physically complete, and submit, all related paperwork for input into both the site based, and central management record keeping systems.

**Greg Doherty (MD of CCM Facilities (London));**

We always delivered 1-2-1 or group training, which within its boundaries was very successful, but for all its success we couldn't deliver training to all employees and it wasn't guaranteed to be exactly the same experience for all.

## What made you choose mobile learning?

**Greg Doherty (CCM);**

The fact that we are able to show, and train, the basic best practice cleaning skills to every single employee, and each and every one has exactly the same information, delivered in exactly the same way, was the most obvious benefit, amongst others.

**Jamie Bull (FD of DOC Cleaning);**

Mobile whole-workforce learning allows us to directly connect with all members of staff and ensure that there is a level playing field throughout the company. In addition, such systems are scalable meaning we can consistently provide the



## Leading the change in Training & Engagement

same level of training regardless of our employee numbers.

## How important is whole workforce learning availability to you, your staff, your business, and your clients?

**Jamie Bull (DOC);**

Whole-workforce training ensures that the standard of training is consistent throughout the company. This is particularly beneficial for clients with multiple sites, as the systems real time report suite allows us to demonstrate a consistent level of training, regardless of the site location or number of staff, and at the click of a mouse.

**Greg Doherty (CCM);**

It's very important. It standardises the learning experience and means we can provide a level playing field for progression for all staff at CCM. Add that to it being demonstrable through clear data driven reporting that can be shared with our clients in seconds, and it's importance escalates.

## Finally, how important/normal do you think mobile learning will be in the next few years? What will its effects be?

**Lee Andrews (DOC);**

Extremely important as society in general is becoming more mobile-orientated and whereby the ability to work remotely is becoming ever more increasingly popular. In addition, the expense of classroom-based learning (hiring of venues, tuition fees, etc.) together with the need to travel and take a considerable amount of time away from the workplace, contribute significantly towards the trend towards more mobile learning.

**Greg Doherty (CCM);**

Mobile learning has made a good impact in our company and will continue to do so as long as we are able to assess the knowledge the employees have acquired. Through UhUb's reporting we have the clarity, and the way UhUb is developing with their 'Community' approach we are sure that they will continue to deliver the tools needed, as we develop our use of it.

So, there you go. Thank you to Lee, Greg, and Jamie for your comments on how they provided training previously, and why they made the move to UhUb's mobile whole-workforce solution.

As said, Training & Engagement in the sector is changing, but so are the expectations of Staff, and end Clients, and we at UhUb are most definitely intending to remain at the front of that change by developing even higher levels of expectation through the constant and rapid development of our learning content, engagement eco-system, and reporting tools.

Get in touch. In 20 minutes UhUb could change the way you look at training forever.

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