

The Company

A Victorian utilities Transmission and Distribution business

Background / Issue

As a result of the annual business planning process a number of gaps in employee knowledge around multiple business systems were identified that the business chose to address through a comprehensive internal training program.

These gaps covered financial systems, quality systems, HSE systems, customer service and operational management systems.

Solution

Through a number of previous pieces of work, Strathdon Consulting were in a unique position to best understand the operational management system weaknesses and so were asked to develop the training program that would deliver a comprehensive training package for these operational management systems that could be tailored to different parts of the business and different levels in the organisation.

Results

1. Fully documented lesson plans
2. Detailed training materials
3. Role plays for different aspects of management systems
4. Assessment tools for the specific lessons
5. Train the trainer approach
6. First round delivery

Quote

“...Strathdon Consulting have produced a good set of material that is flexible enough to change with our business. The initial delivery has been well received and is starting to show results in the workplace...” – Manager Business Improvement