



...PROOF THAT TRAINING PAYS

From apprentices to managers, the staff at Lilleker Bros. Ltd are given every opportunity to succeed, and in turn this pays the business dividends. Dave Ede, Director describes how...

This is what we do...

Our company started over 10 years ago with two qualified electricians and two apprentices – we feel this demonstrated our commitment to apprenticeship training from the offset. We've maintained that practice over the years and now have a very good ratio of trainees to qualified staff – currently, 11 of our 43 operatives are on apprenticeship schemes.

Outside of apprenticeships, we encourage all staff to continually develop their skills. For staff on the tools this might be in areas such as inspection and testing, Health and Safety, scaffolding or working platforms. Some training is essential but we still promote optional skills development so individuals have as many routes as possible to broaden their horizons.

In the office, our entire management team have progressed through the company after completing their initial apprenticeship, a fact we're extremely proud of. We ensure they have the management and leadership skills they need through a combination of in-house and external training.

Training works for us. Here's why...

One of our employees once said we produce good electricians because



they have worked with good electricians through their apprenticeship scheme – it's a continuous circle of quality development.

Because of our success at developing craftspeople into managers we do not have to use external resources to recruit. Having a home-grown management team brings no end of benefits, as the people running the firm know the company inside out and have experienced the way it works from the tools upwards.

Overall, because of our training ethos we can offer highly skilled and motivated engineers. We have a continuity of staff and expertise within the company, which clients recognise as they specifically ask for certain personnel to be involved in their projects. We don't have a huge staff turnover, but even when engineers

The case in point

We were keen to apply Lilleker's custom of staff development to our associate company in Nigeria and as a result the business is growing out of proportion.

We produce and train our own skilled people from the local community. It not only boosts their economy but also ours back at home. An added benefit is that we can give our UK staff the chance to travel and share their skills to develop the staff abroad.

do leave we receive work from them in their new roles, which again we feel is testament to our good reputation.

Our advice to others...

Without our training schemes we would not be in business and would not make any profit. It all starts with apprenticeship training and the employees grow from there – it's the seed corn of our company's success. Those who don't train their staff in this way have to recruit from elsewhere and are faced with a workforce that they don't fully know and aren't as loyal.

There's a saying: "Give us the child and we'll give you the man." We take trainees from school and develop them. Because of this approach we can guarantee we're getting a higher level of productivity from our staff.



What a Good Day means to us...

A particularly good day was in July 2006 when one of our apprentices, Kevin Pearson, won a JTL National Award at the House of Lords. Here is proof positive that training pays!

*Good Day is brought to you by SummitSkills, the Sector Skills Council for building services engineering, helping you to develop the skills of your employees, making you and your business better equipped to succeed.