



...PROOF THAT TRAINING PAYS

A dedicated leadership academy helps to ensure NG Bailey's managers are developed to their full potential. Karen Miles, Director of Learning & Development, tells us more...

This is what we do...

NG Bailey's long-established apprenticeship schemes and more recent graduate programmes are two key areas where we enhance the knowledge, skills and competencies of our people to ensure they enjoy rewarding, satisfying and challenging careers with us.

At a management level, our experience emphasises the importance of the line manager to our business. Their leadership behaviour is the biggest influence on the motivation, job satisfaction, productivity, performance and retention of the people they manage. Therefore much of our learning and development work focuses on helping staff to improve in these areas.

The Bailey Leadership Academy runs a series of one-day and residential courses that cover leadership development, business strategy, customer relationship and communication skills, management and marketing. Current highlights include staff participating in:

- Chartered Management Institute Level 2 Diploma in Team Leading
- Level 5 and 7 Management Diplomas
- Executive development programmes through the Ashridge Business School



- A two-year graduate programme involving placements, work experience and academic qualifications
- An on-going employee engagement programme, providing a two-way forum to discuss our strategy, vision and values

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

During the last training year over 830 people attended courses, which is definitive proof of our determination to encourage leadership at every level of the business. Research conducted amongst employees and line managers who have been on programmes has generated extremely positive feedback from staff who feel they have improved in capability.

Our activities also position us favourably with clients. We often get requests from

The case in point

As firm advocates of life-long learning, we believe in working with external partners to ensure our training leads to nationally recognised qualifications.

We work with IET, CIBSE and RICS to gain professional accreditation for our engineers as part of a commitment to deliver the highest standards of service and professionalism to our customers. Prestigious partnerships are also in place with the Chartered Management Institute, Loughborough University, University of Northumbria and Ashridge Business School.

interested customers and government bodies to look around our facilities to witness our work. And the press coverage generated as a result of our training schemes leads to not only a higher profile for the company, but also widens our recruitment pool as we are seen as a desirable employer.

Our advice to others...

There are numerous benefits that I'd promote to other employers. For management training in particular, we're not just giving clients improved service and better expertise, the employees increase their productivity as they know the company is supporting them.



What a Good Day means to us...

One that is productive in every sense of the word and delivers great service to our customers. The essential ingredient is of course a skilled workforce that looks forward to their day ahead and enjoys what they do.

*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.