



...PROOF THAT TRAINING PAYS

Dave Kieft, Director of Swansea firm RDM Electrical explains why a combination of formal and informal training positions his company one step ahead of the competition...

This is what we do...

At RDM Electrical we train our staff at all levels and in different ways. At entry level we currently have five apprentices and recruit another two each year. For our existing operatives, we're continually upskilling – for instance we trained our electricians for the change in wiring regulations from the 16th to the 17th edition to ensure they are fully up to speed with this important change in the industry. In the office we have sponsored two of our junior engineers in HNC and HND qualifications.

There's a lot of informal training that takes place, such as on-site inductions to train new employees in how we operate as a company. Tool box talks are also extremely beneficial – these are carried out in-house by a senior project manager on topics such as; changes in legislation, new procedures or government requirements when we're on their sites.

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

We've always done it. The investment we make in both time and money to develop our team puts us on a different level to competitors, and proves our commitment both to our staff and to quality service. We're seen by our customers as being



proactive and it advances us as a company.

There are businesses that don't bother with toolbox talks. We think it's important that everyone is aware of what's going on. If there's a problem on-site and it's because the staff were not aware of something they should have known, we will be held responsible for not filtering it down.

Our advice to others...

I'm a firm believer in continual development. Every day we all learn something new, and the day you don't, you die. Training gives staff a purpose; it empowers people and gives them a better understanding of their role. It encourages team-working towards

The case in point

There are all sorts of opportunities to keep staff up to date. We regularly receive information and industry updates from our various professional bodies or associations. If we feel there's anything particularly of relevance to staff we send it out with their weekly wage slips.

Some issues could also lead to a toolbox talk if we think they're important enough or need more discussion.

a common and safe goal, and it breaks down barriers.

We also believe in giving people a chance. We've trained a number of people who aren't the best academically but have become first class engineers. We recruited an adult apprentice who was previously a shop manager and he recently won an industry award.

Without training, staff may think a particular approach is the best, but they don't know for sure and that's when errors can occur. With training comes understanding and this leads ultimately to profit.



What a Good Day means to us...

...it's seeing the team carrying out their projects, having been trained to achieve their tasks and deliver the work successfully and profitably.

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