

# Adding value through upskilling

## CASE STUDY - WAIKATO MILKING SYSTEMS

As one of the world's largest producers of rotary milking systems, Waikato Milking Systems places great stock in equipping employees with the skills and knowledge for success.

### Upskilling to add value

Building employee skills helps Waikato Milking Systems stay ahead in a highly competitive industry. Not only that but empowering staff with confidence and knowledge generates a multitude of other benefits, from job satisfaction and longevity to enhanced relationships - and even happier families!

Keen to boost workplace engagement and improve the health and safety knowledge of their team, Waikato Milking Systems called on learning and development specialists Aspire2 Business | Workplace Communication to design a training programme that targeted their unique - and very specific - needs. Developed in close consultation with Waikato Milking Systems' managers, Aspire2Business | Workplace Communication crafted a programme that generated massive improvements in the confidence, communication skills and health and safety knowledge of the 11 employees who participated.

Delivered over ten four-hour sessions, the programme has had a remarkable impact on its participants. In fact, training was so successful that the organisation is now looking at further upskilling and professional development opportunities through Aspire2 Business | Workplace Communication.

### Boosting health and safety

Helping employees better understand health and safety legislations and their rights and responsibilities not only raises awareness of potential issues but gives workers the courage to speak up if there is anything they are concerned about.

With a new health and safety system due to be introduced, Waikato Milking Systems took the opportunity to invest in training that upskilled their employees in all areas of health and safety within the business. Staff are now much more focussed on minimising hazards and being more vigilant.

Denise Thomas, Waikato Milking Systems Head of People & Capability, was delighted with the results.

"We could see how their comfort grew in being able to fill out incident forms and escalate health and safety concerns when needed".

### Growing leaders

The Aspire2 Business | Workplace Communication training programme did far more than just improve workplace productivity and increase staff engagement. Learners were supported to grow professionally and personally and empowered to reach their full potential.

Component Assembly Manager Rob Johnson has witnessed first-hand the positive impact the training has had.

"I've seen a lot of improvements since the course started. Marlyn is more confident to come into my office now instead of telling others to come and see me on her behalf. I've seen Ada's confidence grow, and it's good to see her step up when that voice is needed."

Learner feedback has been equally positive.

"I was not a very good listener to start off with. I feel I am a better leader now with what I have learnt. Also, writing goals down makes it easier, and I have achieved some already."

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"Thanks to this course, I am a better leader and a better person to be around at home."

"I never wrote my goals down until now. I have learnt to put it down on paper, push myself to the next level and achieve them. I will definitely carry this on and share with the other guys."

Since completing the programme, four participants have progressed onto the organisation's 'high potential leaders 'group', where they are continuing to develop their leadership skills and build their career potential.

### Building communication skills

As part of course development, Aspire2 Business trainers worked with the Waikato Milking Systems team to assess each course participant's needs and develop individualised course content. With a strong focus on oral communication, learners were taught to communicate effectively with stakeholders, give workplace instructions, participate in meetings, and give and receive constructive feedback. By developing active listening skills, learners broadened their understanding of different workplace situations and gained the confidence to present a continuous improvement project.

Says Denise, "The presentation they gave at their graduation was amazing. They had to present their continuous learning initiatives to our senior leadership team, many of whom they'd never met. This would be daunting for anyone, but they were able to deliver with both professionalism and pride.

"What became very obvious was the increase in confidence all attendees of the programme experienced. They started becoming more comfortable speaking up, asking for help when they needed it, and not giving up on being heard."

Employees now understand the importance of clear communication, and as a result, fewer issues are arising. Communication networks between managers and within teams have strengthened, and teams are being managed more positively and effectively.

## Custom-designed training for optimum results:

Denise says the programme met their expectations, was professionally run and had a positive impact both on the business and their employees.

"We loved working with the people at Aspire2 Business | Workplace Communication. They were very easy to deal with, and the mid reports and final reports they provided allowed us to see how our staff were progressing. Everything ran smoothly."

"We would totally recommend this programme to anyone looking to develop their staff of all ages, and the fact the programme is tailor-made means you can achieve very specific outcomes."

### Key business impacts for Waikato Milking Systems:



Improved employee engagement with role and organisation



Effective communication between staff at a variety of levels



Increased understanding of health and safety requirements



Growth of individuals and potential realised.

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## FREE\* workplace training

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