

WEBSITE

TRAINING FOR THE FUTURE

CCE has gained an enviable reputation for its varied training programmes, recognising the essential need to continuously develop its number one asset - its people.

A snapshot of current training activity includes the following:

- PowerPoint and Advanced Excel
- Audatex Estimating
- First Aid and Fire Marshall Training Course
- Air conditioning
- Miracle Puller Training
- NVQ Storage and Warehousing
- NVQ Experience Booster training for new HGV and LGV Drivers

A large proportion of training is performed in-house, due to the nature of the business; recently, the company has signed up four employees onto NVQ Qualification courses.

Jordan Nunu will commence his NVQ in storage and warehousing, and the three others will begin their NVQ in LGV. This will 'top-up' their existing NVQ in motor vehicle repairs and maintenance.

One aspect they all thought they would like to develop was their driving licences. However, rather than just putting them forward for their test, Michelle Walker spoke to a training provider and found that they could gain a further NVQ. Apprentices, such as Andy Watson, will further enhance their development. As a responsible employer, it was a better way towards achieving the higher licence category.

MANAGEMENT TRAINING

Previously, CCE has focused their training attention on new equipment and new skills, such as repair methods for the shopfloor and apprentices.

However, in 2006, a tragic incident caused this philosophy to change. A senior member of staff died suddenly, creating a huge void both functionally and personally. The knowledge that was so sadly lost was immense and not something that could be replaced easily. Neither was there a course that would supply this information.

This situation led to a re-assessment of the remaining staff, both as a group and as individuals. Over the weeks and months the staff were able to demonstrate something positive from a real tragedy.

The company engaged the training company, 'Knowledge Link', to further develop the management team and their own personal profiles.

This allows CCE to better understand its staff and their views on the business and communicate the way forward, highlighting how everyone has an important role to play.

The programme is called 'The Rising Stars', and is aimed at broadening the manager's experience, to develop an appreciation of the real world environment across business and commerce, with a depth of self knowledge grounded in best practice.

The programme has not only developed CCE's management skills but also enhanced the company's willingness to adapt to new challenges and ideas –

particularly through the work shadowing scheme with other senior managers in other industries.

The company has benefited from the increased level of training; its staff are more confident and their inherent skills are brought to the surface.

Training and development continues to play a key part in CCE's long term strategy.