



YOUR LINK TO A SKILLED WORKFORCE.

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Rewards Beyond the Ordinary

CLB Training & Development

How do you reward your staff?

Bohler Uddeholm decided that one of the best ways they could reward their staff would be to provide them with the opportunity to receive training and achieve qualifications. This would recognise the excellent level of professionalism they currently demonstrate in the workplace, provide up-skilling and skill refreshment.

A key outcome they wanted was consistency of skills across all offices in Australia, the current roll out of new systems meant that the training would need to work hand in hand with management. They also knew some of the additional spin offs would be a boost in morale and motivation for many of their team.

Choosing a training partner

In choosing a training partner Bohler Uddeholm wanted one that would work closely with management to build courses that would give the trainees a clear career path, concentrate on areas of weakness for individuals and teams. And while delivering the course be proactive in dealing with the inevitable issues that would arise.

They chose CLB Training and Development to deliver their training nationwide using a mixture of government traineeships and fee for service. CLB's reputation for innovative and proactive approach to training with trainers from industry and high completion rates assured them that the process would be successful.

The training is being implemented in close consultation with Bohler Uddeholm's HR department and CLB Training & Development are rolling out training across Australia in multiple disciplines and certificate levels including the following;

- Transport Warehouse and Storage
- Transport & Distribution – Truck
- Transport Administration
- Frontline Management
- Business Development
- Customer Contact - Inbound

BÖHLER UDDEHOLM
Australia

All of the training is being delivered on site providing maximum flexibility for Bohler Uddeholm. The different sections are trained in a format that suits their work style, shift and requirements of the training package.



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Ensuring successful outcomes

Key to the success of this program has been communication. The management team and trainers at CLB are available at any time to answer questions from the trainees and managers so they can customise the training as it progresses, ensuring that areas of concern for any party is highlighted and properly covered.

The feedback received from the trainees to date demonstrates very clearly that the training is extremely successful. They are enjoying the relaxed style of training and using the customised learners guides and assessment packs. Many trainees have identified further areas of training they wish to undertake. A number of trainees have put together individual training plans mapping out areas that they would like further training in to increase their productivity and job satisfaction.

A marked change has been noticed in the customer service area; the sales team have identified new areas for potential business and the call centres have identified improved methods of dealing with calls.

One of the most pleasing results for everyone has been the additional uptakes. Team members who initially declined the opportunity because of pre-conceived ideas of training have now jumped on board.

CLB Training and Development are proud to partner with many Victorian and national firms tailoring training to suit their needs while delivering nationally recognised qualifications in a flexible and professional way.

For enquiries about our scope and training programs please contact our Sales Team on 03 9292 8000.



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