



Case Study

Fieldforce



## Planpower Training Solutions Case Study FIELDFORCE

Our client is one of Australia's leading providers of field services to the Australian utilities industry and government authorities. The company has founded its consistent growth on the quality of its workforce. Operating in an increasingly competitive industry, Fieldforce is committed to offering a working environment that attracts, retains and motivates a diverse range of employees.

To remain a leader in its field, Fieldforce continuously adopts new techniques and technologies to produce the best results for its clients, which requires its staff to embrace new operating procedures.

Fieldforce has an active policy of promoting its staff through the ranks to supervisors and senior managers. It encourages open and honest communication at all levels and promotes a culture of learning from any mistakes and actively recognising achievements.

### The Challenge

Fieldforce asked Planpower Training Solutions (PTS) to develop an on-going, targeted training and development program for its employees which:

- ▶ Meets the needs of specific work group categories - field officers, supervisors and administration staff
- ▶ Provides them with access to training underpinned by nationally accredited qualifications

- ▶ Optimises learning outcomes for staff while minimising the business impact of time spent in training and development activities
- ▶ Includes a process to integrate new hires into the program

As a result, PTS developed a comprehensive, customised solution which took the company's operational requirements into consideration.

### The Outcome

The training and development program PTS tailored provides for the specific needs of each group of the workforce. For example, field staff are given four full-day training sessions over each 12-month period, with two work-based assignments and each receives three hours of personal tutoring.

All training sessions are interactive, and based on accelerated learning principles specifically designed for adult participants. A combination of theory and work groups encourage active participation. Feedback is captured throughout, providing PTS and Fieldforce management with information for finetuning the on-going program and developing future staff development activities.

From the initial planning stages through to reporting to management after training delivery, the entire program is managed and overseen by an experienced Planpower account management team.

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### The Business Benefits

By partnering with PTS, one of Australia's leading providers of customised business training solutions, Fieldforce has developed a basis for the ongoing development of its existing staff and rapid induction of new employees. The comprehensive program ensures that each employee has access to quality training tailored to their job role and own individual development requirements.

The training is resulting in increased skills in communication, customer relations, problem-solving and the uptake of new technology, which improves the quality of the services Fieldforce delivers. At the same time, its staff are acquiring nationally-recognised qualifications, which enhances its reputation for continuous improvement in the eyes of its clients.

Importantly, Fieldforce has the confidence that its workforce will continue to support its mission to become the preferred provider within its field of operations throughout Australasia.

To discuss your training requirements and find out how PTS can develop a customised solution for your organisation, contact PTS on 1300 555 544 or email [information@planpower.com.au](mailto:information@planpower.com.au)

[www.planpower.com.au](http://www.planpower.com.au)

