

# Gi TALKS

## TRAINING AND DEVELOPMENT

**Internal development programmes help ease the chain of succession, make employees feel more connected to a business and can aid the transfer of good ideas, as well as boosting morale and creativity. Gi Group UK runs a wide range of training programmes for UK employees including two Management Development Academies for aspiring or new managers within the branch network and their counterparts in the Site Managed Services (SMS) division.**

**Here, a former graduate of the Management Academy, Emma-Louise Taylor, talks about the benefits of training & development in the workplace.**



Name  
**EMMA-LOUISE TAYLOR**

Job Title  
**GROUP TRAINER**

Employer  
**Gi GROUP UK**

Location  
**CHESTERFIELD HEAD OFFICE**

**Q1 When did you attend the Gi Group UK Management Development Academy and what was covered?**

I was a delegate on the very first Gi Group UK Management Academy back in 2007.

The course covered a variety of subjects connected to the role of branch management including financials, leadership and management, staff recruitment and retention, existing and prospective client relationship management and other core topics related to the Branch Manager role.

**Q2 What were the key skills you learned during the training programme?**

I learned so much while on the Academy but the key skills I developed were those required to effectively manage and motivate my team. I also registered the importance of 'leading from the front' and was able to review a Profit and Loss report and use the data to build an activity plan for my branch.

**Q3 How has this training helped your career progression since?**

I joined Gi Group UK as a trainee Recruitment Consultant and have enjoyed a series of promotions in the last 12 years: the first promotion was to Consultant, then Senior Consultant, Branch Manager, Senior Branch Manager and most recently to my current role of Group Trainer.

The Academy training undoubtedly positively impacted my career and subsequent success in the operational management roles I held. I grew professionally, my confidence levels were raised and I was constantly challenged.

I truly feel that attending the Academy is essential for anyone here at Gi Group UK looking to move into a management role.

**Q4 What impact do you see training and development having in general on employees?**

Gi Group UK's commitment to employee training and development is unrivaled.

During their early days of employment with us, each employee is given an extensive

operational and sales training programme. Employees also have access to an online training portal and are offered the opportunity to gain a recognised industry qualification.

At every stage of an employee's career there is the opportunity to undertake more training to enhance knowledge and improve skills.

Gi Group UK believes that the development of its employees is key to retaining the workforce and essential to ensure that they are equipped to complete their jobs to the best of their ability.

**Q5 What recommendations would you make to an organisation which is considering introducing a management development programme?**

I personally believe that the introduction of a management development programme is critical to the retention of key staff in any business particularly in the recruitment industry. Our industry is competitive and it has become extremely challenging to attract and retain new staff at Consultant level.

I feel strongly that the opportunity to attend this course and our commitment to developing our people so we are able to 'promote from within' has given us a competitive edge and many great candidates have joined our team – and stayed with us – because of it.

**Q6 What does 'responsible business' mean to you?**

To me it means an organisation that provides their staff – at all levels – with training and the opportunities to develop throughout their career. It is about enhancing the capabilities of their staff and investing in them.