

STYLES&WOOD



MANAGING THE I.T SKILLS GAP CONSTRUCTION



S&W STOREPLANNING
S&W STOREFIT
S&W STORECARE
S&W STOREDATA

Introduction

- April Hewitt – I.T. Training Manager
 - Fully qualified and experienced Trainer (10yrs)
 - 4 years experience as a Training Manager & Finalist in the IITT 2007 Training Mgr of the Year
 - Run my own business
 - Experience in designing and delivering a training strategy to over 10000 people within Astra Zeneca & IBM.
 - Worked with large blue chip companies
- Styles & Wood Group Plc
 - Leader Provider of Retail Property Solutions
 - Sales £300m / > 450 colleagues+ c200 contract/agency staff
 - Operational throughout the UK, serve the Retail Market
 - Retail Interior Specialists.
 - Award Winning Management Team
 - Four **very** different operating brands!

Different Industries / Client Expectations

do they differ?

Pharmaceutical Industry - CLIENTS

- *Expect – Staff to be I.T literate*
- *Expect – Staff to be able to communicate electronically*
- *Expect – Staff to receive, open and deal with electronic data*
- *Expect – I.T skills to be a given, not a nice to have*

Construction Industry - CLIENTS

- *Expect – Staff to be I.T literate*
- *Expect – Staff to be able to communicate electronically*
- *Expect – Staff to receive, open and deal with electronic data*
- *Expect – I.T skills to be a given, not a nice to have*

Why is I.T Training within Construction SO difficult to implement?

Reality

“The construction and leisure industries had the smallest spend, with 8% of construction firms admitting they spent nothing at all on staff training.” (City & Guilds, Personnel Today)

In my opinion the construction industry has a very transient workforce – our people are our product and we want them out working, not sat in I.T. Training.

It is a significant investment to take people out of the business for I.T. Training, especially when next month they could be working for the competition!!

Why?

1. Time

2. Budget

3. Diverse Groups – Blended Learning vs One Size Fits All

4. Resource (Lack Of)

CONSTRAINTS

Time

Tight timescales between projects
Limited availability of Trainer
Lack of development / admin

Budget

Lack of Budget
Training budget sucked into other
I.T. requirements, licenses etc
Impact on types of learning
implemented

Diverse Groups

One size doesn't fit all
Project Managers
Planners
Business Analysts

Resource

Limited training
No dedicated training facilities
Limited/No cover when staff attend
training

SUMMARY

	PHARMACEUTICAL	CONSTRUCTION
TIME	Whatever is needed	2 days per person/per annum
BUDGET	Whatever is needed	Cost of Training Manager
DIVERSE GROUPS	Blended Learning	One Size Fits All
RESOURCE	Not an Issue	Lack Of