

# Teamwork Development at Presto International

**NEED:** increased teamworking skills on the shopfloor

**SOLUTION:** Metals Industry Teamwork Programme

Sheffield-based tool manufacturer Presto International Ltd, wanted to introduce formal training for shop floor employees to complement programmes for managers and supervisors.

The company targeted employees with no qualifications in a bid to boost the number with relevant Level 2 qualifications. The intention was to boost employee competency and enhance teamworking practices.

**AIM:** “We wanted to raise awareness of modern teamwork practices and make improvements in health and safety and quality. We also wanted to improve teamworking and inter-departmental communications,” says HR Manager, Katy Edmonds.

Plant Manager, John McDonald, adds: “From a strategic point of view, we wanted to show our workforce that we were investing in them and that they were important to us.”

**DELIVERY:** The Metals Industry Teamwork programme was delivered over six months through a series of on-site workshops arranged to fit in with shift patterns. The candidates were split into two groups for induction, and training in health and safety, building effective teams, quality management and effective communication.

“One of the reasons we did it in two groups was that most people rotate with alternate weeks on days and nights,” Katy explains. “We did the training on a Monday morning so those on nights could join in and not have their sleep patterns disrupted.”

Employees on the programme are given practical workbooks to support each training module. In between modules and

at the end of the training, assessors visited to assess the participants through written and oral questions and observation in the workplace.

**OUTCOMES:** The ten employees who completed the programme achieved the Level 2 NVQ in Combined Working Practices (Teamworking), incorporating the unit which qualifies them for the Metals Industry Health & Safety Passport. One employee has also moved on to the Level 3 Leadership Development Programme.

“Individuals have definitely changed and moved forward. Some of the changes are quite subtle because they’re in ‘soft’ skills but you can see them taking greater levels of responsibility,” Katy comments.

**EMPLOYEE REACTIONS:** “People were quite nervous, even though they’d volunteered,” says Katy. “But by the time they’d done one module, they were fine, and by the time they’d finished the programme they were very keen about increasing their learning. A number of people have gone on to do other things.”

**QUALITY PROVISION:** “The quality of training, assessment and support from MetSkill and the assessors was particularly high. They did a fantastic job. Materials and administration were all good – everything was taken care of,” John McDonald says.

**FUTURE PLANS:** “The changes we’ve seen since putting a large number of supervisors through the Leadership Development Programme have been amazing,” says John. “We now plan to put more people through the Teamwork Development Programme so we have a critical mass of shopfloor people who have been trained to make a real impact on company communications.”



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CASE STUDY

## BUSINESS BENEFITS OF THE METALS INDUSTRY TEAMWORK PROGRAMME

- Employees work more flexibly and integrate with others as part of a team
- Employees deal effectively with new working practices and take on more responsibility
- Better communication with co-workers and managers
- Improved health and safety, quality and process efficiency
- A better qualified workforce.



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