Building and sustaining trusting relationships with employers
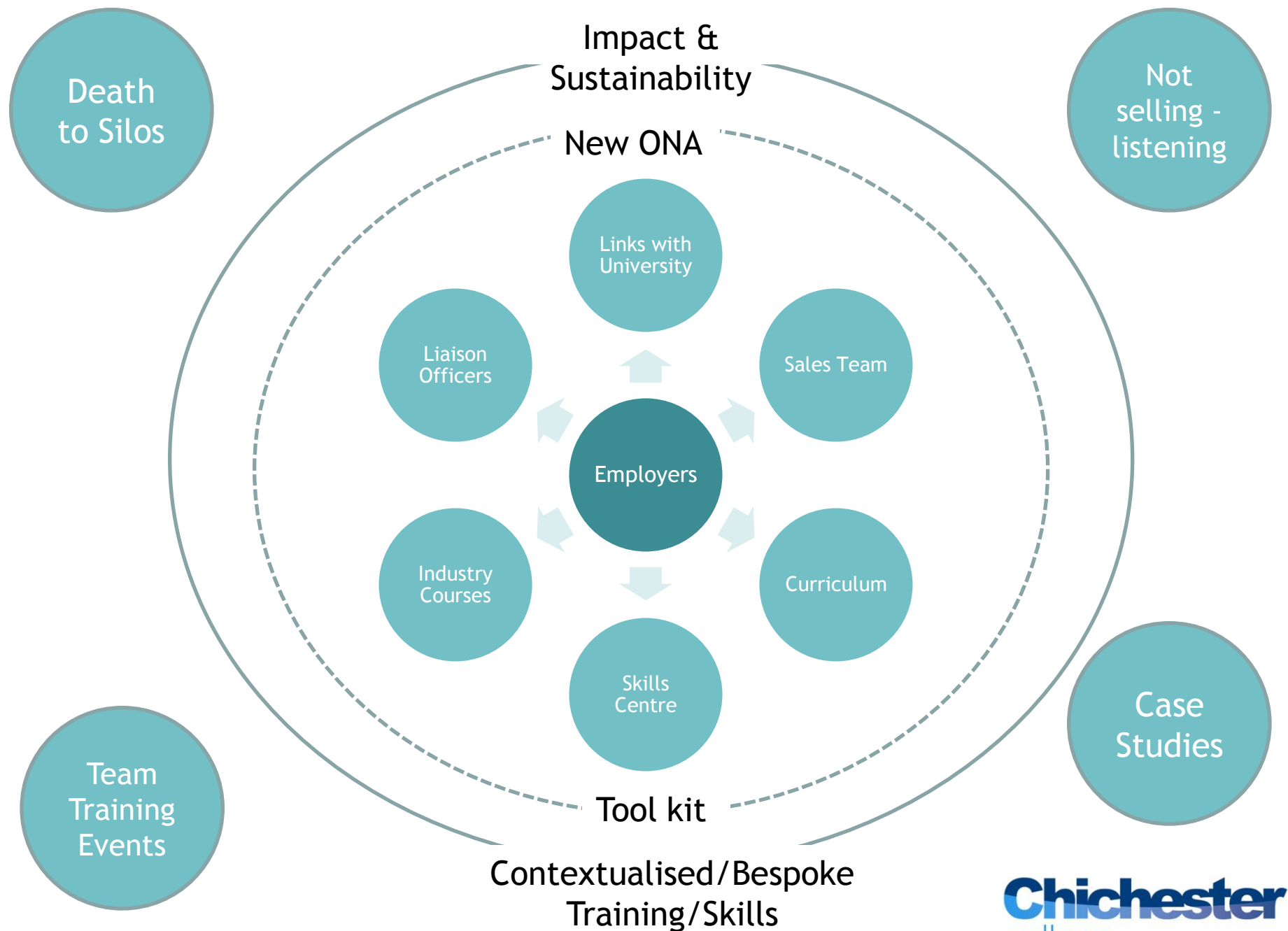
Sue Garman – Head of Workforce Skills

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Hasn't it all been done before?

- Yes to an extent – but process driven and bureaucratic.

- Based around sales and funding – this is based around listening, identifying problems and proposing solutions.

- Not out of a box – bespoke or contextualised for individual customers.

- Simple for customers; problem = solution = impact = sustainable.

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I have a problem, how do I address it?

- Culture Change.
- I'm new to post.
- Introducing training and new skills.
- I'm a small company – where do I start?

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Death to Silos

Impact & Sustainability

Not selling - listening

New ONA

Links with University

Liaison Officers

Sales Team

Employers

Industry Courses

Curriculum

Skills Centre

Tool kit

Case Studies

Team Training Events

Contextualised/Bespoke Training/Skills

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The impact so far

- Team training events – one team approach.
- Developing a toolkit for employer facing staff.
- Revised organisational needs analysis – this stays at home!
- Employer is central – processes support relationships (not the other way around.)
- Trust, transparency and sustainable relationships are being built with Employers.

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Any questions?

Thank you

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