



## **Background**

NRL provides recruitment, training, rail maintenance and Non-Destructive testing (NDT) services to the technical, engineering and construction industries. As well as supplying project management professionals and technical specialists, they also supply permanent white collar staff. Established in 1983 and with a current turnover of circa £172M, NRL has grown into one of the country's leading recruitment and contracting companies. The headquarters are based in Dovenby, Cumbria but they also have offices all over the UK and even one in Abu Dhabi.

## **The challenge**

Enthios was brought in by NRL to develop and deliver leadership and management training. NRL places great emphasis on the strength of their staff and is therefore keen to invest in them. Our brief was to 'develop talent'; this would help each individual's personal development and also assist with succession planning.

NRL has an impressively low turnover of operational staff and a management team with an average of eighteen years' service, so pride themselves on providing continuity to their clients and offering excellent service. In order to maintain this, they require suitably qualified and experienced personnel who can liaise with technically specialist clients and candidates, meet short-notice resourcing requirements and demonstrate a firm understanding of site issues. The staff are, therefore, often working in quite a demanding environment, which the training needed to recognise.

Our role at Enthios was also to support NRL through a period of growth as they diversified into other sectors so the training needed to address managing change too.

## **What we did**

Enthios originally started working with NRL in 2007 and this has continued to the present day. Initially, the requirement was for fifteen senior managers from the business to undertake a leadership and management training programme. This took the form of four modules, each a day long and spaced a month apart, to encourage the application and consolidation of learning.

## **The results**

NRL noticed an immediate impact in the workplace and we received some excellent feedback. We were told that the training gave greater clarity as to what was required of staff and what they needed to deliver. Individuals commented that the training gave them more self-belief and greater self-confidence in tackling their roles.

NRL have always been keen not to treat their staff as a commodity but recognise them as a valuable asset. Providing the training put this belief into practice, by demonstrating to people that the company was prepared to invest in them.

As NRL expands into different sectors, the training has also provided staff with the confidence to take on new responsibilities in unfamiliar areas. Individuals are given opportunity for promotion as new offices and new divisions are opened so the training equipped them to cope with the transition.

It is particularly heartening for us that as a result of the training the MD has said Enthios is NRL's preferred supplier. Before commissioning us, NRL didn't use any management training at all as were somewhat skeptical about the benefit of such training, which makes such a statement even more valuable.



### **Other assignments**

Since the original programme, there have been numerous opportunities for Enthios and NRL to work together in the following areas:

- 121 executive coaching
- Management development for upcoming talent across the Group
- Sales skills for Consultants and Resourcers
- Customer Services training – Accounts Division
- Coaching
- Business development skills for new branches

### **What the participants thought ...**

“I really found that doing one to one training was of enormous benefit to me. The main areas were:

- The training was focused on my needs alone, so it was tailor made
- Every single session was relevant
- I didn't hold back on my thoughts/ideas like I do in group sessions
- There was no time to daydream or lose concentration “.

**Gillian Gomersall, Director NRL Ltd**

“The training is a bespoke training programme and not a one size fits all approach. They have a personal approach and it works! The training is both inspiring and enlightening and the results are immediate”.

**Emma Lowden – Divisional Manager – NRL Ltd**

### **What the client thought ...**

“The training was a total success with rave reviews from the attendees together with an immediately apparent impact in the workplace. Following on from the initial success, we completed further staff development throughout the business which included both sales and customer service modules.

NRL have in Enthios a training partner who is committed to understanding our needs and then developing and delivering material that is in line with our specific requirements. I have no hesitation in recommending Enthios to any business as a provider of genuinely specific and professionally delivered training.”

**Mike Barber – Managing Director - NRL Ltd**