

## Brickhampton Golf Complex

**Business Sector:** Leisure

**Business Size:** 1-49

**Region:** South West

Business Profile: Brickhampton Golf Complex was created in 1994 has seen a major expansion in its corporate services over the last year.



Sandra Tanner of Train to Gain with Emma Mills and Natalie Dyke from Brickhampton Golf Complex

*"I want everybody here to be able to tell everyone who asks what Brickhampton is about and where it is going – and I feel this training will help us achieve that."*

Natalie Dyke  
Operations Manager

### The challenge

The clubhouse at the Churchdown, Gloucester venue has been redeveloped, with new conference facilities and a larger private dining area now in place.

When Natalie Dyke, operations manager, joined the growing business, which is part of the Creed Catering group, before Christmas, one of her first priorities was to put a training programme in place.

Natalie said: "I had previously organised training and staff got a lot out of it. You have time as a team to go through things and it helps staff feel involved. I was therefore keen to achieve the same here."

### The solution

Natalie had previous experience of working with Sandra Tanner, a Business Link Adviser with the Train to Gain service, and so she contacted Sandra to talk through the training that would be needed.

Sandra carried out an organisational needs analysis and offered the business impartial advice on their skills requirements, matching skills and training needs with providers.

Key to the plan they produced was the decision to take part in Investors in People (IIP) certification. Programmes from NVQ courses to skill-specific courses and leadership and management coaching and mentoring are now underway alongside health and safety courses that meet legal requirements. The overall training programme is designed to help the business achieve its full potential.

In addition, the business' publicity and corporate branding have also been reviewed to make sure it stands out in the marketplace. Targets have been put in place so that staff know how they are doing.

### The results

Sandra Tanner says the business is well suited to the demands of the IIP programme.

She said: "It's early days but things are moving along very well. "Two of the managers have started formal leadership and management training and coaching is in place for Natalie. The immediate success has been a real boost to the team because it's moving forward so quickly but now things are moving at a more manageable level.

"The business has seen a massive culture change, giving managers responsibility for running their teams and divisions. Supporting them with skills and expertise is needed to do that."

#### What is Train to Gain?

Train to Gain is a service offering independent advice on improving the skills of your employees. The Service helps employers – of all sizes and in all sectors – to boost their business by training their staff.

Independent Business Link Advisers help you to find the right training and the right providers, and construct a training package tailored to each business.