



SUMMIT EVENTS

JUNE 2020 | In partnership with the People Development Summit

SUMMIT ASKS

IS LEARNING AND DEVELOPMENT INTEGRAL TO BUSINESS EVOLUTION?



KELLY DOLPHIN, HEAD OF LEARNING AND DEVELOPMENT, ATALIAN SERVEST

Atalian Servest are a leading Learning and Development technology provider, working with a host of global clients including McDonalds and Zara. Georgina has attended the People Development Summit for the last 5 years.

As the Head of Learning and Development at one of the world's leading support services organisations, Atalian Servest, employing 127,000 people globally across 4 continents (27,000 in the UK) I know better than most that we are always learning and we should never become complacent about this...The overused term "an unprecedented global pandemic" really sent the message to me and businesses that it is a time to evolve or die for many businesses. However, evolving goes hand in hand with learning and developing.

With this in mind, I've been saddened to hear that for lots of businesses the launch of the furlough scheme has resulted in L&D teams being at the front of the queue.



40%

of employees who don't receive the necessary job training to become effective will leave their position in the first year

This period has seen us develop new innovative technologies, such as thermal screening cameras and digital occupancy trackers, to remain ahead of the curve and to support other businesses get back up and running as soon as possible.

For example, an antimicrobial technology and fogging process was invested in and implemented, this gives protection against COVID-19 for up to 30 days on all surfaces. This demonstrated the speed in which we could adapt our business offering to the current environment.

This means all offices, schools, any type of buildings or businesses can get back up and running with minimum risk and maximum impact on the economy. This will support everyone's needs and ensure safe re-openings of businesses when the time is right. With the introduction of any new product comes new processes, training and learning both internally and to our supply chain plus existing and new customers. At Atalian Servest we have always been ahead of the game with our delivery of efficient and effective learning, from our company induction to our apprenticeship delivery model, we have a solid digital learning model.

Our very own online learning platform Atalian World and our partnership with LearnBox allows our learning to take place, anytime, anywhere and on any device with the highest quality learning content in the market, which engages our learners and supports their development. Our 'ahead of the game' mentality and focus on learning has ensured a business.

This is the time to evolve, this is the time to learn more than ever and yet so often businesses don't recognise the importance of the L&D function. The fact that furloughed workers are able to still participate in learning, highlights the very need to upskill our people. I am proud to be working for a business that did not take the decision to furlough the Learning and Development department.

"The world isn't going to change, it has changed and it continues to change; we all need to adapt, learn and change with it."

With a turnover of 3.059 billion euros (2019), more than 137 000 employees and a presence in more than 30 countries, Atalian is an independent leader of facility services.

WWW.Atlaianservest.co.uk

Regarding the People Development Summit 2020, Kelly says Well organised event and great value for money. This beats any other employer event we attend in the UK and abroad and we have returned on a number of occasions now'



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