

The Brockenhurst College Award for Training & Development

Churchill Retirement Living

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Churchill Retirement have seen the benefit of good training and development plans and the importance of commencing this from day one. In line with this commitment, the business offers numerous opportunities for all staff members including public enquiry, time management, and customer service training initiatives.



At the heart of the training and development programme are the Individual Performance Reviews (IPR) which are carried out with all colleagues by their line manager on an annual basis. These reviews give colleagues and their managers the opportunity to provide two way feedback on performance, attitude, training requirements, key achievements and future personal development where appropriate.

Where managers identify certain areas for development, training can be suggested and recommended to overcome these. This helps the colleagues progress and become more efficient benefiting both the company and the individual.



The induction process has been enhanced with the use of a Welcome DVD which introduces the company, its growth plans, values and an overview of each discipline. Along with this, new colleagues are provided with a booklet offering more comprehensive information. 'Buddies' are assigned to new colleagues whilst they settle into the organisation.

Each year, an area of focus is identified by the organisation with regard to training needs. Through allocated finding, the recent concentration on sales training has led to a 46% increase in sales compared to the previous year.



Brockenhurst College