

“ **KiwiHost were fantastic to deal with right from the start** ”

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steel&tube
175 Blenheim Road



KIWIHOST

steel&tube
STRONGER IN EVERYWAY

BACKGROUND

Steel & Tube is one of New Zealand's leading providers of steel solutions, and a proud New Zealand company, with over 60 years of trading history.

They offer a comprehensive range of steel products, services and solutions available in the market, and their stable of best-in-class businesses are some of this country's leading steel suppliers.

- Dates** 9 -20 Mar, 20 - 21 Apr 2020
- Courses** Customised Customer Service Sessions
Refresher Sessions
- Delivery** Face-to-Face workshop & Webinar
- Participants** 120 +

CHALLENGE

Steel & Tube initially tasked KiwiHost with training all staff in their Reinforcing & Wire sectors. This involves training a hugely diverse group of people that interact with customers in a variety of different ways.

The challenge included having multiple sites throughout the country, with limited ability to take people off-site to complete the training. KiwiHost was able to come up with a timetable to complete the training in under two weeks nationwide with a selection of facilitators based from Auckland to Dunedin.

SOLUTION

KiwiHost developed a fully customised half-day workshop based on our highly successful Service Excellence workshop. The course integrates a number of case studies and examples of things that happen on a daily basis throughout Steel & Tube to ensure all members buy into the programme.

The first courses were introduced in March 2020 and 8 courses were completed before we were interrupted by Corona Virus (COVID-19). After a pause in proceedings, and discussions around how we could continue, the training was adapted to be able to be delivered by the Microsoft Teams platform to a group of participants around the country. The initial half-day training was split into three separate hour long sessions. Numerous other training providers were endeavouring to deliver via this medium for Steel & Tube, but KiwiHost received the best response & engagement with the delivery.

Following on from our successful delivery, we have some scheduled refresher sessions in place for later in the year. These will be delivered via an online platform, either through webinar or our e-learning platform.

“KiwiHost were open and flexible in terms of the customised content we wanted to deliver across the country to our teams. The facilitator was expert in getting engagement from all levels of our staff and was able to adapt his style and pace to suit the group. During Covid-19 they were extra amazing, by being open to presenting online when we were forced to abort early. We look forward to part 2 later this year.”

Manu Keung

People & Culture Business Partner