



CASE STUDY | Shell Global

# Shell Global Services and MCW Group collaborate on "Handyman" project

Shell Global Services provides business and operational consultancy, technical services, and research & development expertise to the energy industry world-wide. Its aim is to help customers raise their business performance. Combining leading-edge technology with extensive operating experience, Shell Global Solutions provides innovative, yet practical solutions, designed to add maximum value to customer's operations.

## People - an important ingredient in the success of Shell Global Service

Shell employees have a track record of performance improvement that stretches back over 50 years, and the company's reputation is based on providing customers with value-added solutions that accurately match their needs.

Skills, knowledge and experience feature high in the company and people are an important ingredient in its success. With this in mind, Shell Global services constantly reviews skills and training needs of employees, devising the "Handyman" project to give staff greater control and gain maximum benefit from everyday software.

## One-to-one coaching focuses on specific requirements

Microsoft Office products are used widely across Shell, but the many and varied roles within the company demand specialist knowledge in specific areas. The Handyman project gives coaching to the individual - focusing primarily on aspects of the software that relate directly to his or her job function.

## MCW Group offers expertise and flexibility to ensure Handyman project is a success

Shell Global Services, selected local company, MCW Group to provide the training and Rob Doel, Business Development Manager at Shell, explains why:

*"We had a good relationship with the people at MCW and they were the ideal choice for the Handyman project. They are local and always willing to work flexibly to our requirements; the project is an ongoing one, yet the team at MCW always fit in and adapt to our schedules."*

The "Handyman" was given a Microsoft Outlook account including a calendar where Shell employees could book either half hour or hour slots when the trainers were on site. The project covered any topics at any level from Microsoft Office, Microsoft Project, Microsoft Windows and housing keeping issues and Shell's in-house document management system "LiveLink Explorer". When an appointment was made, employees were encouraged to list the areas they required help on during the session.

Each morning, the trainers logged on to the "Handyman" account and printed their client list for the day. Each training session was flexible with no formal structure which enabled the employee to gain the most from the session.

## "Half an hour coaching saves an hour struggling"

All feed back was then input into a Microsoft Excel spreadsheet so that any follow-up appointments could be made. There was no limit to the number of appointments each employee could make with many people using the service more than once.

Philippa Watts, Director of Training for MCW says:

*"This was an excellent project to work on as each session was targeted to specific problems that the Shell employees had and therefore was very rewarding for both the trainers and the delegates. MCW has a good profile within Shell therefore all participants already knew the standard of training on offer which helped in promoting the project from the Vice Principal down"*

During the project Shell rolled out a new version of its in-house document management system. To ensure that the trainers' knowledge was up to speed with the new system, Shell provided two days of training on "LiveLink". This allowed the trainers to promote the new product and help in the transition process.

Philippa describes the benefits of this training as:

*"invaluable part of the project which allowed the trainers to understand how documents were handled and therefore could promote the benefits of the new system and advise users on best practice."*

*"Half an hour coaching saves an hour struggling"*

Shell's Rob Doel, describes the benefits of the Handyman project:

*"The traditional instructor-led, classroom environment works well for certain types of training, but the one-to-one coaching provided by MCW enables us to focus on areas relevant to each member of staff. It is ideal for people who experience a particular problem or are seeking a more efficient way to perform a task. I can happily justify the cost benefit ratio with the knowledge that half an hour coaching saves you an hour struggling."*

## Great results reinforce Shell's commitment to excellent service

The coaching has helped staff at all levels to become more proficient with the software, utilising functionality that many users may never become aware of and reducing time wasted in contending with the unknown.

The nature of the coaching ensures that valuable time is not taken up in a teacher/classroom environment learning of features which may not be job-relevant. It also relieves management of timetabling and substitute staffing concerns.

Comments Rob Doel, Business Development Manager at Shell Global Services:

*"The coaching has worked well for everyone, from our CEO with chronic email overload to technical staff, HR, finance, business and admin staff"*

Comments received by the trainers included:

*"It is a very good idea to be able to book a half hour session to target specific packages"*

*"When problems arise you need help then and there, and the handyman project allows for this"*

*"It is a great follow-up to more formal IT training"*

