

Challenging current practice to inform future strategy.

Share to inspire

"Investors in People offers us valuable feedback on our staff's perception of our company and our performance. It has highlighted the pride that staff members feel in providing the best possible service to our clients."

Bernadette Daly – Managing Director

The company

People 1st is the leading skills and workforce development charity for employers in the hospitality, tourism, leisure, travel, passenger transport and retail industries.

Accredited since 1994

Current accreditation – Gold

Why IIP?

As our organisation has grown in size and remit, we have continued to use the Investors in People framework as a world standard benchmark of organisational excellence. In 2012 we were delighted to achieve Investors in People Gold. Our motivation for assessment against the 6th generation framework was to use the feedback to challenge current practice and inform our future development strategies.

Understanding performance

Our assessment identified a number of key strengths in our approach to people management and development. Leadership is at an advanced level, we have a strong focus on building capacity for the future and are embracing change in a positive and proactive manner. Our systems, processes and procedures are well established and performing well.

The process also highlighted a number of areas where we can further develop the good practice which we already have in place.

The journey

Staff welcomed the fact that every member of the company was given the opportunity to respond to the online assessment, which ensured that all views were taken into account.

The use of focus groups also provided staff with a forum to drill into issues and bounce views off each other. A range of one to one interviews were also conducted. All staff members found participation in the process to be a very positive experience and welcomed the opportunity to reflect on their performance and place in the company.

Celebrating success

Thanks to our work with IIP over the last 20 years, we have developed a strong shared value statement. "Living the organisation's values" has led to improved collective planning, staff development and reward and recognition strategies. As a result, our enhanced performance has been recognised by our IIP Gold award, Deloitte Best Managed Company Gold Award and "Very Good" grade from the Education and Training inspectorate.