

# UhUb is creating a valuable impact in the cleaning sector with Whole-workforce Training & Engagement that's critical in the environment of today & tomorrow.

**C** OVID-19 has changed the way cleaning is considered within the workplace meaning demonstrable whole-workforce Training & Engagement within the cleaning sector is more critical now than ever before.

The pace at which businesses are being driven to change is unprecedented and UhUb is seeing more and more businesses, organisations and key individuals talk to us and realise a whole-workforce Training & Engagement solution is the only way to go, and, that now is the time to act on it.

Let's be clear, 1-2-1, Train the Trainer, group training and other traditional face to face methods are great and needed, especially if a 'blended' approach is the goal, but in truth they alone are not enough to cover the entire workforce. If relying purely on these methods, when learner numbers grow, it quickly becomes near impossible to cover everyone effectively, consistently and ensure they all receive an identical training experience. Such methods can provide fantastic quality content but lack coverage, immediacy, and are subject to the skills, character and even mood of the trainer. *(UhUb removes these issues.)*

However, for truly effective training a whole-workforce solution must have a significant 'Engagement Eco-System' around it. We often hear that "videos don't work, we tried it, no one logs on", and it's frequently just videos on a website. No wonder no one wants to bother as they are often poor quality, dull in content and pace, or there's no call to action or engagement eco-system to retain interest so it just feels like 'more work'.

Therefore whilst developing and constantly expanding learning content alongside our community and partners with reactive courses (Covid-19), product & equipment, mental health awareness or inclusion courses and a lot more, UhUb also focusses equally



**Stephen Goodall - MD (L) & Paul Griffiths - Ops Director**  
**'Client Community, constant improvement & doing better for the workforce, are at the heart of what UhUb is about.'**

on constant improvement around the wider engagement picture.

Whether that's language assistance, accessibility, rewards, social, communication, work related information, real time data driven reporting, or sharing success, ideas and improvements through our Client Community and events, what the UhUb offer adds up to is an 'experience' and is key to generating enthusiasm from both the workforce 'out there' and the management and HQ staff, which in turn generates success.

*(Every live UhUb client has achieved an accreditation at the time of writing.)*

What UhUb creates is engagement, ensures skillsets across the workforce, improves productivity, increases compliance and retention of contracts and staff, reduces overheads, improves manager activity focus

& results and provides real time visibility, all of which creates significant benefits to the 3 tiers of Staff, Business and End Client.

However, as with anything, simply having UhUb isn't enough, you must embrace it and create a 'training is a must' culture within your business.

### What do customers say?

All our clients tend to be forward thinkers leading the way in many business areas and each of them has committed to long term whole workforce training with UhUb. They are developing their UhUb experience in their own style, achieving their own results, developing internal and customer focussed content, improving engagement, safety and productivity. All of which is fascinating to watch, exciting to be influencing, and

enjoyable to be influenced by. Community input is the best R&D you can get, and we relish it.

Here's some of what they had to say;

### How were you delivering training before & how successful was it?

Lee Andrews (CEO of DOC Cleaning);  
*Whilst [face to face] training was generally successful, it did not offer complete consistency due to the delivery method, and the trainer's competence. Also, there was added pressure placed on training new staff, especially due to limited time to complete all training thoroughly and successfully.*

*Administration and training records were difficult to maintain as trainers had to physically complete, and submit all related paperwork for input into both the site based and central management record keeping systems.*

Greg Doherty (MD of CCM Facilities (London));  
*We always delivered 1-2-1 or group training, which within it's boundaries was very successful, but for all it's success we couldn't deliver training to all employees and it wasn't guaranteed to be exactly the same experience for all.*

### What made you choose mobile learning?

Greg Doherty (CCM);  
*The fact that we are able to show, and train, the basic best practice cleaning skills to every single employee, and each and every one has exactly the same information, delivered in exactly the same way, was the most obvious benefit, amongst others.*

Jamie Bull (FD of DOC Cleaning);  
*Mobile whole-workforce learning allows us to directly connect with all members of staff and ensures that there is a level playing field throughout the company. In addition, such systems are scalable meaning we can consistently provide the same level of training regardless of our employee numbers.*

### How important has whole workforce learning become to your standards, staff and customers?

Jamie Bull (DOC);  
*Whole-workforce training ensures*



## Leading the change in Training & Engagement

*that the standard of training is consistent throughout the company. This is particularly beneficial for clients with multiple sites, as the systems real time report suite allows us to demonstrate a consistent level of training, regardless of the site location or number of staff, and at the click of a mouse, or tap of a screen.*

Greg Doherty (CCM);  
*It's very important. It standardises the learning experience and means we can provide a level playing field for progression for all staff at CCM. Add that to it being demonstrable through clear data driven reporting that can be shared with our clients in seconds, and it's importance escalates. Mobile learning has made a good impact in our company and will continue to do so as long as we are able to assess the knowledge*

*the employees have acquired. Through UhUb's reporting we have the clarity, and the way UhUb is developing with their 'Community' approach we are sure that they will continue to deliver the tools needed, as we develop our use of it.*

### How important is the reports suite to you?

Jamie Bull (DOC);  
*Traditionally training records have always been maintained in hard copy format. As the training was usually ongoing the forms were left on site meaning it was not easy for management to check the progress*

*of training. At the click of a button we can now access a live training report for all staff across the company, which is great for providing to clients upon demand or including in monthly management reports.*

### How have your customers reacted?

Lee Andrews (DOC);  
*The reaction from our clients has been emphatically positive. It is often difficult to justify the cost which has been budgeted for training, but we now have a system that does exactly that.*

Thank you to Lee, Greg, and Jamie for their comments on why they integrated UhUb's mobile whole-workforce solution into their businesses.

As said, Training & Engagement is more critical today than ever before and at UhUb we intend to remain at the forefront of the training innovation, continuing to create higher levels of engagement through the constant and rapid development of our learning content, partnerships, engagement eco-system and reporting tools.

We believe in 20 minutes UhUb could change the way you look at training forever, so why not get in touch. ■



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