

# Learning & Development Case Study

## Jamie Gough

Head of Sales &  
Service Effectiveness

**RS Components**



RS Components offer more than 500,000 industrial and electronics products, sourced from over 2,500 leading suppliers, and provide a wide range of value-added services to over one million customers.

With operations in 32 countries, RS Components ship more than 50,000 parcels a day.

## Nicola Callan

Founder

*Boost HR*



*Boost HR* enables organisations to develop their people so that productivity, customer service and employee engagement improve. Operating nationally, *Boost HR* is your go-to partner for everything people.

# Learning & Development Partnership

**It was the age-old challenge of having a team of specialists who were brilliant at what they did but had the potential to achieve so much more, if other 'non-technical' skills could be developed, that brought RS Components and *Boost HR* together.**

"The primary objective was to upskill our specialists. We were looking for someone to partner with who could provide the bespoke soft-skills development needed and also have the relevant industry expertise. We don't have this combination in-house and decided to invest in our people with external support."

*"Nicola has helped us to foster a team spirit as well as helping us learn, develop and have a greater impact with our customers."* Jamie Gough

**The team had the technical capability but there was opportunity for them to be more effective. Together, we agreed to focus on the soft skills, the skills that are needed to support and enable the technical skills. Coaching skills, delivering feedback, stakeholder management, influencing skills and effective working practices have been addressed over the partnership, so far.**

"As a result of this learning, the specialists are able to navigate the business better – they apply practical skills that they have picked up through this learning in their day to day execution of their roles."

*"RS Components are a delight to work with – their culture is all about enabling and developing their people."* Nicola Callan

**Engaging the managers throughout the learning was key.**

"As well as engaging with the team programme, the managers have experienced a specially designed strategic thinking workshop and one-to-one coaching as they develop from managers to leaders.

Having an external person to work with has focussed their thinking and helped them with their own development, not just their teams.

I recently joined a session as a delegate with my managers and the level, variety and intensity of learning met our needs perfectly."

**A collaborative approach is at the heart of this story. At *Boost HR*, we recognise that you're the experts in what you do, and we know a thing or two about what we do! Bringing great minds together means that our clients benefit from learning interventions that work in context and deliver great results.**

"The experience of working with *Boost HR* has been hugely valuable and we have benefitted significantly from being able to work together to create content that is relevant, in the context of the specialists' role and challenging.

If you're thinking of working with Nicola at *Boost HR* as your learning partner, my advice would be to get creative and think about what you're wanting to achieve with your teams. Then, work it through with Nicola and listen to her advice on how to get the best results."

**Boost HR** 