

East Village & Get Living London

East Village is the legacy name for the Athletes Village within London 2012 Olympic Park. QDD Athletes Village Ltd (QDD) purchased the East Village from the Olympic Delivery Authority and were looking to establish a lettings and management operation for the 1,439 private residential homes on East Village.

I was engaged as the Learning and Development Lead Consultant, working as part of a team of consultants, our remit was to set up a new company - subsequently called Get Living London- and develop the organisational structures and working practices for the business.

We recruited 52 team members, set up a new company, developed the strategic direction for the business, and defined the customer proposition. My key area of responsibility was to predict and then identify the training needs of the organisation and individual team members recruited, and to develop and implement the training strategy.

The company's mission is to make renting refreshingly straightforward and convenient, and in doing so, to deliver an exceptional level of customer service. With my team of trainers, I developed a bespoke in-house induction programme consisting of 14 Discovery Assignment Modules designed to equip the new team members with the essential knowledge to perform their role. We also delivered a comprehensive range of training programmes, providing the attendees with the core interpersonal and sales skills essential to providing the exceptional levels of customer service, which the organisation aspires to deliver.

We evaluated the training at Level 1 (Impact) and 2 (Behavioural) and have now run a series of refresher days to ensure the training has been embedded at Level 3 (Skills and Capabilities). We have established key performance indicators, both numerical and behavioural, to monitor the effectiveness of the training and identify any individual training needs as the business starts to operate, thus enabling us to monitor performance at an organisation level (Level 4 evaluation).

Since the summer of 2014 we have been embarking on phase 2 of the training strategy -focusing heavily on developing the leadership and coaching skills of the middle managers.

Get Living London – Lettings Director

"Lisa was engaged by Get Living London to design and deliver a training strategy to facilitate the integration of staff recruited to a newly created company with a dynamic role to fulfil. Her first task was to work with all disciplines from Senior Management down to ensure that the ethos of the new company was inculcated thoroughly and a true spirit of team work engendered. It was not an easy task but one that she completed with great success. By the end of the training we had a team of dedicated staff having previously had a group of new recruits wondering what they had joined up to. She then moved on to the relevant departments such as Lettings and introduced a team who had no experience in the market to the concept of rapport building, information gathering, listening, positive viewings and selling on buying signals. Her influence overall was extraordinary. Her energy and enthusiasm brings staff out of themselves – and brings the best out in them and all of them benefitted from her training. They also remember what she teaches them with her anecdotes and practical methods of 'show and tell'. Her contribution to the success of our first year in business is marked and acknowledged. Without her special skills and ability to bring people together and fire them with enthusiasm we would not have been able to achieve what we have to date. I have no hesitation in recommending her to others in similar situations – and indeed I have."

Get Living London – Property Consultant

"The training was very thorough and incorporated each individual's learning style. The group activities were great as they demonstrated the things we needed to know and kept everyone engaged. I feel ready to start my new role now!"