

## Case study

### Balfour Beatty – Excellence in Site Management

Balfour Beatty Rail is a leading international rail engineering, design and construction business, employing around 3,000 people with operations throughout the United Kingdom and other parts of Europe, South America, Australia, New Zealand and the Far East.

The Excellence in Site Management programme was designed for employees with site management duties, with the following objectives:

- To achieve business standard processes and standards for site management within BB Rail Projects (the BBR Way).
- To improve the performance of all sites, ensuring consistent delivery is achieved for all BBR customers.
- To equip the Site Managers with the competence and confidence to deliver projects consistently in the BBR Way.
- To provide sustainable leadership skills.
- To support the business in achieving Zero Harm.

After attending the programme, delegates each received three coaching sessions from their line managers to embed and sustain the learning. During this time they also carried out Business Improvement Projects in groups. At the final follow-up and review days, senior and line managers heard delegate presentations about their projects and helped delegates plan their ongoing self-driven professional development.



#### The modules

- Defining Excellence in Site Management (2 days)
- Providing Quality to Our Customer (1 day)
- Leading Zero Harm (1 day)
- Understanding and Planning for Change (1 day)

### Evaluation form feedback

Evaluation form feedback showed excellent responses from delegates to the programme. Comments included:

“Overall course very informative and has proven to be useful and valuable in my work and personal life.”

“Good insight to your own behaviour and how you can improve yourself.”

“Fulfilling, with insights in to how to change for the better.”

