

Cooking Up Success:

How Libelle Group boosted Communication & Teamwork across multiple locations

Libelle Group, a leading school lunch provider, needed to improve communication and leadership skills across their workforce spread over hundreds of locations. By delivering a fully online programme in partnership with Aspire2 Workplace Communication, they enhanced teamwork, communication, and operational efficiency with outstanding results.

The Challenge

Libelle Group is a large-scale provider of school lunches, serving over hundreds of locations nationwide. Their workforce, mostly made up of mothers working as team leaders and canteen staff, faced several challenges related to communication, paperwork, and online systems. Many team members struggled with tasks like filling out temperature check sheets, handling payroll, and using various apps. With employees spread across multiple regions, Libelle needed to deliver a training programme that could reach them all – and do so in an engaging, effective way.

To address these issues, Aspire2 Workplace Communication provided a fully online workplace communication programme, specifically designed to improve the team's oral and written communication, numeracy skills, leadership abilities, and digital literacy. While online delivery is not common for this type of hands-on work, it was essential for the success of the programme given the geographical spread of Libelle's employees.

The Solution: An Online Learning Success Story

Despite initial concerns about delivering the programme online, the results exceeded expectations. By using a combination of live online sessions, interactive discussions, and digital resources, Aspire2 was able to tailor the learning to the specific needs of Libelle Group's workforce. One of the key factors in the programme's success was its focus on practical, real-world applications of communication, teamwork, and leadership skills.

What They Said:

According to Libelle's management, the impact of the programme was clear from the start:

"The 6 team members from our region really enjoyed this programme. I've seen both personal and professional growth in each of them, especially in how they are communicating with other team members with positive and constructive feedback."

For the learners themselves, the programme provided a much-needed boost in confidence and skills, despite being conducted online. One participant said:

"It helped me have a more open posture when students come into the tuck-shop, so I'm more open and inviting. Now, I don't look distracted or closed off, just trying to do their sale and move on. It's easier to talk to them and engage."

Aspire2 Workplace Communication tutors also praised the dedication of the learners, many of whom had limited previous experience with online learning platforms:

"These learners gained confidence and realised their individual potential from the tools gained from the programme. The realisation that you can't lead people until you realise your own leadership qualities was evident among them."



Business Impact

The benefits of the programme were far-reaching. From improvements in operational tasks to a more cohesive team dynamic, Libelle Group saw significant positive changes across their workforce. With the training delivered online, the programme reached all corners of the business, ensuring that even the most remote team members received the same level of support and development.

Key business impacts include:

- 1. Improved Communication:** Employees are now communicating more effectively with each other and their managers. As one learner shared:

“This has helped me stop and listen to others instead of reacting to get my point across. I also make sure that when I’m actively listening, I watch my body language to show I’m engaged.”

- 2. More Accurate Documentation:** Completing tasks like temperature checks and payroll entries used to be a challenge. Now, employees are filling out forms with greater accuracy, reducing errors and ensuring smoother operations. A participant commented:

“I now know how to fill out the near-miss forms and enter temperatures correctly into the FoodSafe app. I even helped my team leader figure it out!”

- 3. Enhanced Leadership Skills:** Many participants came away from the programme feeling more confident in their leadership roles. For some, the course provided the push they needed to step up into team leader positions. As one manager noted:

“The course has helped Teresa with her new TL role, especially in her communication and relationship with the school and the principal.”

- 4. Boost in Team Cohesion:** By learning how to work better together, Libelle Group’s teams are now more cohesive and productive. One learner shared:

“I feel that adapting the way I communicate with and react to different people helps with the team dynamic and makes working as a group easier and more productive.”



A Recipe for Success

Libelle Group’s decision to roll out a fully online workplace communication programme across their vast network of employees was a bold move, but it paid off in spades. The programme not only improved individual skills like communication, numeracy, and digital literacy but also fostered a sense of teamwork and leadership among participants. The positive feedback from both managers and learners is a testament to the programme’s success and the potential for future online training in similar industries.

Libelle Group now has a more engaged, skilled, and confident workforce, equipped to handle the challenges of their roles with greater ease and professionalism. As one participant put it:

“I like to treat the business as my own and not waste company money. This training has made me think more about how I can contribute to making things better.”

With the programme’s success, Libelle Group can continue to build on these foundations and ensure that their employees are not only providing nutritious meals to schools but are also equipped with the skills and knowledge to keep improving their operations.

Key business impacts:

- ✓ Better staff engagement
- ✓ Improved Communication
- ✓ More Accurate Documentation
- ✓ Increased confidence in technology
- ✓ Enhanced Leadership Skills

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