

Build on Your Strengths to Navigate Uncertainty

Every commercial organisation faces uncertainty and risk. The most successful aren't those that eliminate uncertainty, but those that make themselves better equipped to deal with it.

The organisational resilience needed to cope in an uncertain world is rooted in the skills and competence of people working at all levels. When you're confident that your organisation is equipped to deliver its commitments, it breeds the confidence to embrace further opportunities to grow.

How would you know, right now, how resilient and ready your organisation is to deal with both uncertainty and opportunity? The answer to that probably lies in the systems you use to track, manage, and update critical skills and competences.

Accurate, instantly available data highlighting organisational strengths and weaknesses leads to better-informed decisions and more effective risk management.



Demand For Care Services

Unlike almost any other type of organisation, care providers don't have to worry about a potential lack of demand for what they do. There are already plenty of care needs that aren't being met.

Since 2017/18, the rate of new requests for adult social care support has increased by 5% from 4,214 to 4,419 per 100,000 population aged 18 and over.

(State of Care Report 2023).

There were over 12,000 people in hospital waiting to be discharged to social care services as of August 2023. And there are countless older people waiting for care needs assessments or with unfilled care packages.

Yet the State of Care Report highlights some providers that have chosen to cap care bed occupancy levels. Others decline or hand back care packages - driven by concerns that the skills needed to deliver the care might not be available.

A **digital learning management system** won't magically solve every resource and skills issue, but it brings clarity about skills availability and gaps. And clarity is a vital commodity if you want to drive your care business forward - particularly when there's so much uncertainty elsewhere.

Digital learning also makes it efficient and cost effective to expand and refresh skills and knowledge, whether that's related to direct care giving, compliance or more effective service delivery.

Supporting CEOs

CEOs look for sustainable growth - inspiring and challenging the organisation to do more while avoiding the reputational risks of failing to deliver or handing back care packages.

CEOs must balance investments in facilities, staff and training with being positioned to take advantage of growth opportunities. Competence is one of the key commodities you work with. But if all the relevant information is in ring binders or spreadsheets it's hard to know your strengths and weaknesses or provide constructive challenge to your operational teams if you think they're being over-cautious.

A digital learning environment means that everyone is looking at the same clearly presented and up-to-date information. You can make collaborative decisions based on knowledge rather than assumptions and be much clearer about how to strengthen the team in the most productive way.

It all adds to the picture of the organisational strengths you need to enhance in order to drive the organisation forward.





Supporting CFOs

Today, CFOs and FDs have a more significant and strategic role than financial record keeping and regulatory compliance. They need to ensure that business decisions are based on sound information and assumptions to minimise the financial risk.

You need the right balance of staff and skills to deliver commitments and collect revenue. So, it clearly matters which systems you invest in to support this process. In any person-centred business a cost-effective and fully accountable system for growing and updating marketable skills is a major benefit.

Staff training is a significant and mission-critical expenditure. A modern learning management system provides complete transparency about how the training budget is being deployed. Staff can take training online in bite-sized modules. This allows skills to be updated cost efficiently and with minimum operational disruption.

Not having to release staff for large chunks of time minimises the cost of covering their duties and because the training is remote there are no travel or subsistence costs to reimburse.

Supporting Human Resources

If operational effectiveness and resilience depend on skills and competence, it's ultimately the HR director's responsibility to ensure that skills are matched to current and future needs. That's a significant task, and one made much easier through ready access to accurate data.

HR responsibilities include:

- **Succession planning**
- **Resource planning**
- **Recruitment**
- **Career development**
- **Staff retention**
- **Onboarding new staff**
- **Matching resources to operational needs**

A digital learning management system means you can easily find the information you need to be accountable for all of those responsibilities.

When essential training is easier to access through e-learning and significantly less expensive overall, it's much more likely to happen. We also know that being supported to develop their skills and competence is a major factor in staff retention.

Supporting Registered Managers

Responsibilities in social care organisations have a habit of converging around the role of the Registered Manager. Accountability encompasses most of the key elements of running a care business including:

- Ensuring skills are matched to changing client needs
- Compliance
- Efficient resource deployment
- Improving standards of personalised care
- Staff development and motivation

Trying to do all of that without a simple way to track and update critical staff skills seems like trying to wrestle a bear with one hand tied behind your back.

Registered Managers in care businesses that have adopted eBox find life much simpler and less stressful. We know this because they tell us. A digital learning management system saves time and brings greater certainty.



Book a demo

eBox e-learning is often seen simply as a way of delivering essential training more efficiently. In fact, it's much more than that. The learning management tools help executives in various roles manage risk and make better-informed decisions.

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