

Strategic Update

People

Enhanced Staff Development

July 2026



Priority objective: Nurturing talent within the Society to be ambitious, creative and resilient

To provide staff with the training, resources and support to carry out their roles with confidence and positively contribute to the long-term success of the organisation.

This priority focuses on:

- Investing in staff training, learning, and development opportunities.
- Supporting professional qualifications and career progression.
- Developing talent to support succession planning and organisational resilience.
- Leveraging technology and innovation to improve customer experiences and operational efficiencies.
- Enabling staff to focus on strategic priorities through enhanced systems and processes.

Why is this priority important?

The Society recognises that investing in its people is fundamental to achieving its strategic objectives and delivering a high-performing organisation.

By continuing to invest in staff development and technology, the Society will strengthen organisational capability while supporting employee growth and development. This will ensure the Society is resilient and remains well-positioned to meet future opportunities and challenges.



What work has been done to date on this priority?

Training Needs Assessed

To gain a clear understanding of current and future training requirements, a comprehensive assessment was done of the training needs of each member of staff.

Plans for training and development

After the assessment, a structured Training and Development Plan was devised for the organisation.

This included personalised development plans designed to support each staff member's growth and progression. The plans help individuals build their skills and knowledge while ensuring learning opportunities align with both organisational objectives and their future career ambitions.

Delivery and implementation

Training identified for the 2025–2026 period has been successfully delivered.

This investment has strengthened specialist expertise across the organisation while supporting employee development, career progression, and effective succession planning.

New technology

As part of the Society's commitment to embracing innovation and improving operational efficiency, the Engage system was introduced in early 2026.



The system was implemented to support event administration and has subsequently been successfully rolled out across Balmoral Show and membership platforms.

The introduction of Engage has helped streamline administrative processes, improve data management, enhance customer interactions, and provide staff with more efficient ways of working.