

LEARNER PROFILE

BRENDON SMITH

PROGRAMME: **ADULT AND TERTIARY TEACHING (LEVEL 4)**
EMPLOYER: **GALLAGHER**
FACILITATOR: **KEITH**

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When Brendon first joined Gallagher’s training team, he had plenty of experience in public speaking and presentation, but nothing specifically in teaching. His colleagues have been supportive of his study and quietly impressed with how he managed work and learning commitments. “As we move more and more into the digital space, understanding the needs and learning styles of those that are coming to us to be educated is important. Brendon approached me with this opportunity, and I was all for it. It’s an easy win for the company - upskilling your staff adds value to your customers, clients and/or partners.” (Eugene Donovan, Brendon’s Manager)

Being able to implement the learning in his day to day role was the main benefit for Brendon. The online content introduced some of the theory around adult learning, and the practical facilitated classes helped to cement what was covered. “You get to learn in two ways. You learn from the content, but you also learn from the facilitator. He’s basically training you on how to be a trainer / facilitator.”

Brendon has always enjoyed socialising and studied hospitality catering management. He enjoys cooking for large groups of people and has spent considerable time in both the UK and Europe, so has plenty of surprises he can whip up!



Brendon works for Gallagher, a global company with partnerships in over 160 countries. When he first started a few years back, they had no online or virtual training whatsoever. Brendon’s role over the last two years was to develop their online content into an eLearning format, and Gallagher is now looking to introduce virtual classrooms and trainer tutorials as part of their online training.

During lockdown Brendon attended his last facilitator session via Zoom. He recognised it as another learning opportunity to see how his facilitator utilised video conferencing tools to deliver and engage a large audience.

Brendon believes this course is well worthwhile and a really good format for full time employees. If you’re working full time and can commit to 4 face-to-face days over a 12 month period, plus online learning, contact LearningWorks to learn more.