

Personal Benefits

Understanding others

- Easier to deal with people and identify their working style, needs. How to get my message across best. Identify the right person for the right role.
- Understanding personalities through difficult situation.
- Dealing with aggression/threatening behaviour and conflicting interests.
- Delivering bad news more effectively.

Utilising feedback

- Get feedback from others for what is working and what is not working. How we can collectively rectify weaknesses.
- When I communicate, communication is the responsibility of the communicator!

Problem solving

- Take a step back, break it down and simplify it.

Time management

- Prioritising and organising work.
- Listing action and scoring to prioritise.
- Moved from a mess of paper on my desk to electronic tools (e.g. outlook to prioritise tasks).
- Set an agenda and control email.
- Gained control of my workload.

Career

- Graduated from student engineer to project manager.

Gaining confidence

- More comfortable within myself as a manager and coach.
- Good practice becomes second nature.
- Reassuring that I am doing much of the 'best practice' already.
- Speaking up in groups when I would previously have stayed quiet.
- Motivated myself to get things done that had been waiting for a while.
- Feel more positive.

Management awareness

- See my role through the eyes of a manager.
- Built up an appreciation for the decisions managers above me have to make.
- Given me a different outlook.
- How I influence people I manage and how they may copy what I do.
- Delegating – stepping back and only stepping in when I'm really needed.

Team Benefits

Working with others

- Dealing with individuals as individuals.
- Delegating to develop others.
- Controlling things in a more efficient manner.
- Assigning work to suit working styles.
- Bringing out quiet characters in teams.
- Getting on better with the team, appreciating and respect them more.

Sharing learning with others:

- Helped staff, students and colleagues to prioritise... not just to write lists.
- Removing stress through demonstrating prioritising.
- Showing others how to delegate.
- Going forward I will continue to share learning with others.

Leading others

- Being a better leader and manager for the people I manage
- Utilising teams working styles and adapting my style and what/how I delegate to help motivate staff.
- Purposefully focussing on motivation.
- Trusting the team and getting more trust in return.

Organisational Benefits

Gaining business

- Won a job where 8 people employed for 12 months.
- Influencing clients to go with particular modular systems.
- More involved in winning business: confidence in negotiating, gauging people and styles. As a team we picked up 85% on turnover.

Meetings

- Putting order to meetings - more beneficial
- Follow-up after meetings.
- Controlling meetings that previously used to go out of control.

Management

- Has made me a better manager which benefits the organisation.
- Given me the tools to be a better manager. Realised that I am actually managing tasks.

Customer care

- Good customer satisfaction scores. Built good relationship. Delivered on time and on budget.
- Re-allocated team on a project to utilise staff strengths to progress jobs to benefit an important customer; created good rapport with potentially difficult client.
- Built a great relationship with client and consultant – got great feedback and comments. Took the attitude that nothing was a problem and that we would get things fixed and done. Spoke to the consultant to create a joint problem-solving approach.

'Extra mile'

- Stepped outside my own role.