



Deborah felt she overcame several personal challenges from implementing this 'Making a Difference' project:

- Development of personal effectiveness – able to concentrate on one task at a time.
- Planning time to coach and develop her team members.
- Controlling behaviour, less directive style of management.
- Stepping back and reflecting
- Improved listening skills and ability to remain calm in stressful situations.

Over the next six months Deborah plans to continue to coach and develop her team to ensure all are Level 4 competent on the development matrix in their core tasks. This will continue to ensure that her team operates efficiently and effectively. She also has the challenge of implementing International Organization for Standardization (ISO) by September. However, now that she has been able to lighten her workload through her 'MaD' project she can give this task her full attention and dedication.

