

Essential Management Skills Programme 'Making a Difference' Achieving Framework Targets

Rhian Jones of Educ8 Training, who promote parity of esteem between traditional academia and vocational work-based learning, enrolled on the Essential Management Skills Programme along with her colleagues as part of an internal bespoke learning programme developed for Educ8.



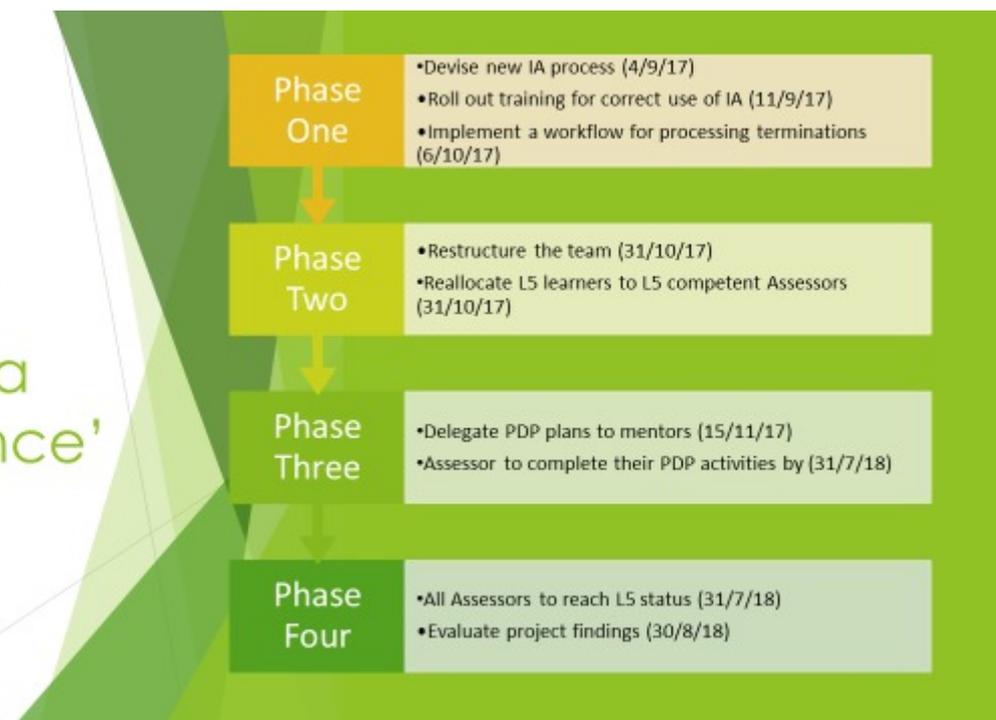
Rhian, who is part of the Children's Care, Learning and Development Team, set out for her 'MaD' project to achieve a minimum of 84% framework achievement.

An initially important part of the project for Rhian was to establish exactly why the team struggles to reach the set target (84%). In consultation with her Team they provided the following feedback:

- No questions asked at recruitment.
- Weak interventions.
- Assessor's expectations are too high.
- Assessor's lack confidence for HLA's.

Rhian decided to split her 'MaD' into four realistic phases:

How to
'make a
difference'



Having initially consulted with her team to understand the issues, and sharing with them the suggested phases, she gained engagement from all individuals. Having implemented the four phases, Rhian has facilitated a dramatically improved framework mark from 28% to 86.7%. A fantastic achievement which everyone should be proud of.

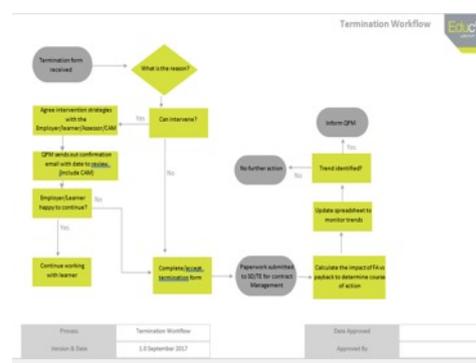
Rhian and the team had to overcome several challenges on their way to achieving this high performance which included:



- Culture of the current methodology
- Gaining the knowledge required to implement the changes
- Having meaningful data to work with
- Accurately measuring the Framework

Going forward as a future action, Rhian and the team have thought about:

- Assessors to be measured on activity achievement.
- Measure terminations on timely submissions/following workflow.
- CAM & Assessor to complete joint sign up.



Rhian believes that from completing the eight workshops and implementing a 'MaD' project she has:



- Increased her inner self-belief and confidence.
- Learnt how to delegate amongst the team.
- Discovered the colour energies of her team and how to communicate and influence each person.
- Improved her Situational Leadership (the four management styles).
- Learnt about different feedback models to increase individual confidence and performance.