

LEAD Management Programme

Learn - Engage - Action - Deliver

'Making a Difference'

'Implement a Translation Performance/Delivery System during Covid 19'



The LEAD management programme provides an intensive introduction to the world of people management, focusing on achieving results with and through people. The programme is highly practical and the return on investment starts the minute the delegate re-enters their working environment.

Attending the LEAD programme equipped Ellen Carter with the right tools and techniques along with the confidence and competence to implement her Making A Difference project ahead of schedule during these very challenging times.

Ellen is an Assistant Translator for National Museum Wales and she joined the LEAD Management Programme in November 2019 to develop her competence and confidence in managing projects. Whilst she does not manage a team directly, she does oversee the day to day running of all National Museum Wales' translation requests and therefore interacting with a wide range of stakeholders.



Ellen's Making a Difference project was to implement a Translation Performance/Delivery System by 31st March 2021 to ensure that all translations were completed by the agreed deadline. When the Covid 19 pandemic sent us into lock down, Ellen had no choice but to implement her MaD project immediately.

The project was important to Ellen and the Translation Department as they needed a system that replaced their current whiteboard, where all the translation requests were listed. Completing the project during Covid 19 meant that the Translation Department could continue to work from home easily and safely during the pandemic, and now has a better and more reliable system in place for when the team return to the office.



Ellen gained confidence and competence through completing this programme and her Making a Difference project allowed her to identify a need that required change and for her to take ownership, and to benefit herself and the translation department. She also enjoyed the interaction with other organisations and seeing how their responsibilities and tasks in the workplace compared to her own.

As a result of Ellen completing LEAD National Museum Wales has gained an easy to use system that records all translation requests. This ensures that all translations are completed by the requested deadline. The system means that the work of the translation department can still run smoothly, whether they are in the office or working from home. It also means that all members of the team can see the register of translation requests as they are being updated, to avoid each member seeing a different version.



Ellen's Making a Difference project may not have had any effect financially on the Museum, but it has increased the efficiency of the Translation Department to operate smoothly on a day-to-day basis.