

## CASE STUDY

# Operations/Departmental Manager L5

### THE CHALLENGE

I was beginning a new chapter in my career following a company restructure and I found myself in a new workshop, with a new team made up of people from various parts of the country.

### THE ACTION

Specifically, understanding my team and their different personalities and traits, and learning how to use our combined knowledge to develop a high performing team.

I identified those within the team who may need extra support or motivation, whilst rewarding high achievers to ensure their continued development and maintain engagement using the different management and leadership styles taken from my Apprenticeship programme.

### THE OUTCOME

I had an engaged, high performing team with an incremental increase in staff productivity. I was able to ensure the team's KPI's were consistently met, which in turn increased the bottom line of my profit and loss.

### NEW CAREER - NEW TEAM

Senior Garage Manager  
Fleet Solutions



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