

CASE STUDY

Level 5 Operations Manager



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develop | transform | grow

THE CHALLENGE

Taking on a new role of Holding Area Manager, my goal was to develop and adapt my leadership style, particularly for managing teams remotely, which posed a fresh and significant challenge.

THE ACTION

Following my apprenticeship with WELL Training, I began applying a range of different leadership techniques tailored to remote team management.

I refined my communication methods, became more intentional with planning, and took a more structured approach to managing day-to-day operations. The training gave me practical tools that made a real difference in how I now lead my team.

THE OUTCOME

I led and communicated successfully through the challenges and made a great impact in the holding area.

The immense support and guidance from my coach through the learning process made me a stronger and confident leader.

MANAGING A NEW ROLE

Holding Area Manager



CONTACT US:

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