

CASE STUDY

Level 5 Operations Manager



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THE CHALLENGE

Before the start of my apprenticeship with WELL Training, I faced daily communication challenges and lacked confidence in my decision-making. I also struggled to stay positive and adaptable when responding to feedback. These challenges affected my ability to build trust with those around me and contributed to only average team retention.

THE ACTION

During the apprenticeship, I focused on developing my emotional intelligence, particularly in receiving feedback and being more aware of the emotions of those I work with. Being coached on diversity, managing language barriers, and practicing active listening contributed to my personal development and helped me strengthen my SWOT analysis.

THE OUTCOME

The outcome of this challenge was the ability to build effective relationships and share good practices while collaborating both with my team and externally. Applying negotiation skills and demonstrating determination in managing conflicts positively helped me overcome these challenges.

COMMUNICATION & CONFIDENCE

Store Manager
COE



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