

CASE STUDY

Level 5 Operations Manager



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develop | transform | grow

THE CHALLENGE

My main challenge has always been time management. I found it difficult to balance the demands of my learning with the responsibilities of my day job, which initially impacted my personal development.

Despite having 20 years of experience in a management role, this is an area I've continued to find challenging

THE ACTION

The skills I've gained during the apprenticeship programme have helped me manage my time more effectively and develop the team around me to support day-to-day operations, even while I focused on growing into a stronger leader myself.

Understanding what drives people and how to motivate them has enabled me to support others in their development too. I've also learned how to successfully deliver a project from start to finish.

THE OUTCOME

I have a stronger team that I can rely on because I have allowed myself to "let go of the reins" and focus on the bigger picture. Thanks to my apprenticeship, I have the tools to plan and execute better and it shows in my recent results.

TIME MANAGEMENT

Store Manager



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