



## AW JENKINSON | FIRST LINE MANAGER

### AW Jenkinson's Experience with the First Line Manager Programme

The First Line Manager Programme in Westmorland and Furness, funded by the UK government through the UK Shared Prosperity Fund and supported by Westmorland and Furness Council, welcomed just under 60 delegates in 2024, 3 delegates were from AW Jenkinson. The programme provided these delegates with an opportunity to develop their management skills, enhance their confidence, and connect with leaders from diverse industries.

### AW Jenkinson's Highlights

#### 1.A Broader Perspective:

The delegates appreciated the chance to step out of their usual workplace environment and engage with peers across various industries.

- *"We found it very informative... speaking to people across other industries and hearing their experiences and problems was invaluable."*
- *"It's good to have a nice mixture as a group, not just people from the same company."*

## 2.Learning from Others:

Collaborating with leaders from different sectors provided fresh insights and practical strategies for tackling workplace challenges.

- *"Hearing how others would handle issues gave us new methods and ideas to implement ourselves."*
- *"It really opened our eyes to different ways of thinking."*

## 3.Confidence Building:

For many participants, confidence was a key goal, and the programme significantly boosted their ability to lead effectively.

- *"I've gone from a six to an eight in terms of confidence."*
- *"The experience and confidence to manage a team and say, 'I know what I'm talking about,' were game-changers for me."*

## 3.Practical Applications

The delegates quickly began applying what they learned to their roles, particularly in mentoring apprentices and handling challenging conversations.

- *"Dealing with apprentices, I now have the confidence to explain how and why things should be done, incorporating methods from the programme."*
- *"The difficult conversations and leadership models, like the Skill Will Model, have been incredibly useful with drivers and apprentices."*



## Recommendations

When asked what they would say to someone considering the programme, the response was unanimous:

- *"Do it. It's beneficial, and the results are worth it."*

The team even recommended colleagues who could benefit, recognising the programme's value for personal and professional growth.

## Final Thoughts

The delegates emphasised the importance of active participation and an open mind:

- *"You get out what you put in. If you're open and engaged, the benefits are immense."*
- *"We were apprehensive at first, but it turned out to be much more than just another course. The relationship we built with the trainer, Craig, and the knowledge shared, made it a standout experience."*

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