



Active Cumbria 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 nearly 60 delegates in 2024. Among them was Oliver Carswell, Development Officer from Active Cumbria. The programme provided these delegates with an opportunity to develop their management skills, enhance their confidence, and connect with leaders from diverse industries.

What has been your experience so far on the First Line Manager Programme?

- Oliver:** *"Overall, the experience throughout the First Line Manager programme has been positive. It has been great to learn alongside other people of varying management experience, so the course content can be brought to life through real tangible examples. The workshops were very well facilitated, with everyone being able to contribute and get their viewpoint across."*

ACTIVE CUMBRIA | FIRST LINE MANAGER

What were your learning goals at the beginning of the First Line Manager programme?

- **Oliver:** *"To gain a better understanding of the theoretical frameworks that underpin the various topics of the workshops, make sense of them, and then see how they apply to the current reality. To contribute thoughts, opinions, and examples alongside other colleagues who may have more management experience, and ask curious questions into their thoughts, opinions, and examples."*

Do you believe that you have achieved these goals? If yes, how?

- **Oliver:** *"Definitely. The theories we explored were easily digestible so I was able to apply them to my own situation. Coupling the workshops with the 1-1 coaching sessions meant that I could reflect on how this worked in greater detail."*



Which part of the programme was of most benefit to you and why?

- **Oliver:** *"The pre, mid, post workshop coaching sessions have been a particular highlight, as it provides the opportunity to digest and make sense of the learning we are receiving through the workshops, and then make it relevant to the reality of the roles we're in. The competence of the coach is what made this element so beneficial."*

Can you give an example of something that you are doing or going to do differently, as a result of taking part in First Line Manager?

- **Oliver:** *"I will make a purposeful and meaningful effort to delegate tasks and responsibilities appropriately where it falls within my remit, and to reflect on how this is going, to continuously improve."*

What would you say to somebody who was considering joining First Line Manager?

- **Oliver:** *"Definitely worthwhile."*

