

# Manager

## CASE STUDY



Harvinder Supra



Sales Enablement Manager



Johnson Controls

## TEAM LEADER LEVEL 3

### **Why did you decide to go ahead with the apprenticeship programme?**

I was new into managing a team, and I wanted to better understand the skills and knowledge necessary to become a more efficient and confident manager; to better prepare me for the change in my responsibilities. When I found out about what the apprenticeship was comprised of, it seemed the best way to achieve this.

### **What areas of development did you see the programme meeting for you within your role/responsibilities?**

The programme has helped me to learn more about what the roles of the people I manage consist of, by learning to ask better questions. I have found that by understanding more about my team, and their learning and communication styles, I have been able to tailor their induction plans to suit each team-member. This has also allowed me to deliver training sessions and meetings more effectively.

### **What were your perceptions of doing an apprenticeship before starting on this journey?**

I was initially unsure whether I would have sufficient time, along with my day to day tasks, to complete the apprenticeship, as well as how an apprenticeship could benefit somebody who had been in employment for so long. These fears were instantly allayed by the course handout, which helped me to understand the exact requirements of the course.

### **How have these changed since starting the course?**

Since being on the course I've gained perspective on how the skills and knowledge covered in the course benefit me massively in my role.



#### **What have been your biggest learning points from the course?**

I have changed the way I manage my workload, giving greater focus to tasks that I know will garner the biggest results. I have also gained a better understanding of my team's body language, helping to improve my listening skills so that I am able to support my team as effectively as possible.

#### **How would you describe your experience of doing this qualification?**

I have really enjoyed the classroom training. The situation with Covid-19 meant that I fell behind on my apprenticeship, due to my work responsibilities increasing; but Louise my skills coach was really helpful in ensuring I regained focus and got back on track to complete the course in my original timescale.

“ I thought it was really good and it enhanced my skills. It shows you what you can learn and how you can develop. ”

#### **What impact has the course made on your development and career?**

As I have developed, so has my ability to support the development of my team. I have become better at understanding how targets are set, and how best to support each member of the team in achieving these targets. Since starting the course I feel far more comfortable having the difficult conversations that come with management, which has allowed me to better support wider teams as well as negotiate more effectively.

#### **What impact has the course made to your confidence?**

I have definitely made huge strides in terms of my confidence, which my line manager would definitely confirm.

#### **Once you complete the course, what is next for you?**

As I am still quite early on in the course, and relatively new to management, I believe there is still so much for me to achieve in my current role and with my current team before I start thinking about the next step in my career. For the moment I want to grow my team, and earn additional responsibilities within the wider business.

#### **What advice would you give to anyone else thinking of doing an apprenticeship?**

For anyone thinking of doing an apprenticeship I would say they have to be very clear around what they want to achieve. It is a great route to learning new skills and upskilling yourself, in which you get out of it exactly what you put in - so you have to be committed.