



Case Study:
Chris Taylor, London
Borough of Barking &
Dagenham
ILM Level 2 and 3

Two training programmes resulted in promotion and a medal for Chris, who started ‘on ground’



Chris (right) received his award from Gary Rhodes at a ceremony in London

“I have come a long way from where I started and I feel it’s a great achievement to get this award. I was asked to cover on a short-term basis and was encouraged to take some courses. It’s changed my life.”



Award winning training

Chris Taylor was one of many delegates who attended PDT’s development programmes run in-house at LBBB– the ILM Level 2 in Team Leading and subsequently the ILM Level 3 in First line Management. Along with his colleagues, Chris studied hard and found that he not only enjoyed the challenges, but that it gave him ambition and determination to progress his career. Chris, now a Council supervisor, was entered for an achievement award and won a City & Guilds Institute of Leadership & Management Award Medal for Excellence.

Chris was nominated for the award by The People Development Team (PDT) in recognition of his outstanding learning achievements on their programmes. He was identified as an outstanding delegate on the Team Leader programme that PDT delivered in partnership with the Council, aided by Government funding through the Learning and Skills Council.

Su Jolly, from the Council’s Learning and Development team said: *“The Team Leader Programme targeted front-line supervisors like Chris, who manage large groups of staff. LBBB’s recent successful Investors in People Assessment identified that these are the people who can make a major difference to services to the public, so investing in them makes sense. Services like Street Cleansing are one of the most visible parts of our operation. It’s a very important job.”*

Chris progressed to the First Line Manager programme, which he completed and gaining a further qualification. *“I have had such excellent coaching and help from Penny, Mickey¹ and others who gave me the confidence to progress. I would recommend that other people follow in my footsteps. It’s not easy but it’s worthwhile and so rewarding.”* Said Chris.

“With 18 years operational experience, and an exemplary record, I knew Chris could handle a supervisory position, but he took some convincing,” said Penny Robinson, Frizlands Learning Centre Manager, who originally put Chris forward for the training.

“The training programme was absolutely key in developing not only his skills, but his confidence. He has quickly gained the respect of those under his control and has taken to supervising like a duck to water.” Chris’ dedication as a learner was noted by the course Tutor: *“What impressed me most about Chris as a learner,”* said Rob Conlon, *“was that Chris had formulated a strategy of how he would meet the challenges of the course before he’d even started.”*

“We use a variety of learning strategies – everyone has different learning styles - and it was great to be able to see that Chris understood what would work best for him, and that he was supported in this by both his employer and his wife, who discussed the course topics and his objectives with him between each module.”

Councillor Jeanne Alexander, Executive Member for Education, said: *“Chris has managed to overcome numerous learning obstacles and has developed into a role model to colleagues through his dedication and application. Considering his tremendous achievements in upgrading his skills and knowledge, it is fitting that he should be recognised with this award.”*

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