

James Walker



FIRST LINE MANAGER

Making a Difference | At a Glance

Natalie Deacon
James Walker
Quality Control Laboratory Team Leader

Background & Learning Goals

Natalie, a Quality Control Laboratory Team Leader at James Walker, participated in the First Line Manager programme with the goal of enhancing her people management skills. With no prior management experience, Natalie aimed to fully prepare herself for her new role.

“I went into this course hoping to gain the skills needed to do a good job now that I am a team leader full time.”

Programme Impact

Thanks to her involvement in the programme, Natalie feels she has achieved her goals.

“I now have a much better understanding of what kind of things are actually expected of me being a team leader. I have been more aware when having conversations with people within my team that I may need to use more active listening to gain an understanding of how they are really feeling if they may need my support or advice.”

NATALIE DEACON | JAMES WALKER



Programme Impact Continued...

“I have had some practice, with support from my own manager, with having a few tricky conversations for the first time, making sure that a member of the team is doing ok and offering my support with any issues that they may be having at the time.”

“When I have been training our new starter I have been more aware of when I would need to take a ‘mentor’ approach as opposed to when I would need to take a ‘coaching’ attitude. When they have been more comfortable doing certain jobs after me showing them how to complete it, I have been able to step back into more of a mentor role and let them try and get through issues and stepping in if they really need it.”



Additional Comments

“The part that had the most benefit to me was the coaching session as it currently has the most relevance to my job at the moment. I have been able to directly transfer skills I have learned at the sessions into my job straight away.”

“The main take away for me after this course is to make sure that I stay aware of what my team is doing, which may be workload or personally. Then helping if they need anything by either having one of those tricky conversations with them if I feel they need it. Or see if they need any advice with their job demands/workload and help them out if they need.”

“I would recommend this course to anybody that has come into a team leader role. It has information tailored to somebody who has no experience with the role and is very informative and easy to understand. Even if someone who has been a team leader for a bit would find this helpful as I think that the information would be useful to solidify someone’s understanding of the team leader role.”