

# HOOPLE TRAINING - ILM CASE STUDY

with New Model Institute for Technology & Engineering (NMITE)

## WHY THIS COURSE?

The delegates from NMITE had different motivations for enrolling on the ILM Level 3 Certificate in Leadership & Management course. Steve, (Facilities Manager), had undertaken leadership training before but was keen to acquire an accredited qualification which is more meaningful. For HR Associate, Sarah, the course was a chance to build on her existing skills with a view to career development, including delivering a leadership training herself. Nat (Student Services Advisor) and Ben (Academic Partnerships Associate) were undergoing changes in their roles, so the course was a timely opportunity to upskill in readiness for taking on more responsibility.



## DELEGATES AND THEIR COURSE EXPERIENCE

When reflecting on the course, there were a number of aspects the delegates particularly enjoyed. They really valued learning from their fellow delegates as they explored management styles. The group were open and honest, and shared their learning through both success and failure. Even course leader Clair benefited, integrating Steve's analogy about the importance of clear communication into her teaching notes for the course. The delegates found studying management personality traits eye-opening and, as a result, have developed more awareness of other people and how to adapt their approaches to become more effective communicators.

**“It's about changing your way of working, not changing yourself.”**

There were also elements that were more challenging, but the delegates reflected that their approach to dealing with these challenges was developmental in itself. Sarah was apprehensive about delivering her presentation but drew on the support of her fellow delegates and course tutor Clair to overcome her nerves, and is now far more comfortable speaking in front of groups. Nat found the coursework onerous, but there was learning in managing her time and completing the assignments to a good standard.



## OUTCOMES AND EMBEDDING NEW SKILLS

The NMITE delegates were able to provide numerous examples of how they have put their learning from the ILM course into practice. Whilst the application of the course is different for each person, they all feel better equipped to build trust, and to empower and inspire others.

Steve has received a promotion since completing the course, a role change which has streamlined work processes at NMITE. He has been able to apply his course learning in his role, but also outside NMITE in his work with army cadets, in areas such as goal setting and engagement. Sarah has undertaken consultancy work, looking at leadership styles and development. For Nat, the course has given her more confidence in her own abilities and was timely for her progression into a new role. She has applied new coaching techniques and has benefited from greater awareness of colleague's learning styles. Ben has seen positive changes in his approach with more insight and confidence to take on new challenges.

## WHO ARE NMITE?

The New Model Institute for Technology and Engineering (NMITE) is a specialist higher education institution, where students develop work-ready skills on degrees co-designed by industry partners. Working with major technology and engineering employers and local partner organisations, NMITE offers its students the opportunity to actively learn by doing.

As an education provider, continuous professional development is ingrained in the culture at NMITE, and employees are actively encouraged to pursue qualifications that are relevant to their roles. When the UKSPF funded ILM Level 3 Certificate in Leadership & Management was launched at Hoople, four NMITE colleagues from across the institution took the opportunity to build on their knowledge and skills.

