

HOOPLE TRAINING - ILM CASE STUDY

with Taylor Lane Timber Frame Ltd.

WHY HOOPLE TRAINING & WHY THIS COURSE?

With a group of new Assistant Managers and Factory Foremen as part of their increased management team, Taylor Lane were keen to upskill and enhance management expertise, ensuring they were equipped to manage difficult situations, adapt to different communications styles and harness collaborative working. Having known about Hoople's training offer, Taylor Lane were originally looking to book the team onto shorter courses, when the opportunity for funded training via UKSFP was announced.

The main objective of Paul Harris (Production Director - Taylor Lane Timber Frame) was to encourage the delegates to learn from each other and share best practice, as they are currently split over the company's two main factories. Whilst the factories are only a short distance from each other, the need for collaboration and effective cross-functional working was apparent. The ILM Level 3 Award in Leadership & Management course was the perfect opportunity for managers from across the business to share this experience and build their knowledge and skills together.



DELEGATES AND THEIR COURSE EXPERIENCE

At the first session, it was clear that this was going to be a true bonding experience for Dean, Gary, Mircea, Niall and Will. They all helped each other through aspects of the course that were more challenging - particularly the presentations, which some were apprehensive about. Whilst delivering a presentation to the other course delegates may have been out of their comfort-zone, they all felt a great sense of achievement after.

Clair Rogers, Learning and Development Specialist at Hoople Training was praised for her support throughout the course, as well as the fun and friendly atmosphere she created so that delegates felt comfortable and engaged. Niall said "working with Clair was a particular highlight".

The group commented on how the course enabled them to network with other businesses in the cohort. This further boosted confidence when talking in groups or meeting new people, something that the Taylor Lane delegates were keen to improve.

OUTCOMES AND EMBEDDING NEW SKILLS

Gary commented that his main takeaway was feeling more confident in holding team meetings, and feeling able to take charge in difficult situations. This was echoed across the other delegates, with some even getting out and about at careers fairs and recruitment drives with their new-found confidence in speaking to new people.

Another new skill that has since been embedded is tailoring communication styles. Dean noted that he is now confident in adapting his communication to meet the needs of his colleagues. "Now I realise people can perceive things in different ways - it's not just what you are saying, but how others interpret it".

The group have enjoyed some well-deserved kudos from their colleagues, commenting that they are receiving congratulatory messages from their peers, and feel respected in their new roles.

A further three Taylor Lane employees have since signed up to join the next cohort of ILM delegates with Hoople Training - demonstrating Taylor Lane's continued commitment to employee development and solidifying their future success.

TAYLOR LANE

WHO ARE TAYLOR LANE?

Taylor Lane Timber Frame Ltd are one of the UK's leading timber frame construction specialists, designing and manufacturing timber frame systems for over 40 years. Combining knowledge and expertise with the latest design software and manufacturing equipment, they work with their clients to build efficient, high-quality homes.

With the business going from strength to strength and the team growing, the need was identified to maintain high standards and efficiency. Five colleagues from across the business took the opportunity to join the UKSPF funded ILM Level 3 Award in Leadership & Management, with the goal to boost confidence and build on their management skills.

