

Making a Difference

Launching Leadership Development

Are you confident that your organisation is developing managers who are fit and ready to face the current and future challenges of your business?

When developing leaders, it is vital that the vision and values desired by the organisation are built into the developmental programme.

The following case study demonstrates how Fife Council and Carnegie Enterprise Ltd's successful partnership-approach to leadership development could make all the difference to this public sector business and its staff.

Carnegie Enterprise (then trading as the blcc) secured a contract to design and deliver an innovative leadership and management development programme to 46 Lead Officers within Fife Council Development Services. Lead Officers provide the link between Team Leaders, delivery of service, colleagues and management and are pivotal to the cultural development of the service.

Launched in May 2006, the innovative "Lead Officer Development Programme" provided participants with an opportunity to obtain a management qualification as well as equipping all Lead Officers with the skills to become more effective and efficient in their role.

"The Programme is a significant investment into the development of all Lead Officers across the Service. Better leadership means better direction, improved coaching, increased job satisfaction, higher levels of engagement and more customer-responsive service delivery. The programme will therefore benefit every employee within the Service and our customers, not just the people who are directly involved."

Christine Feechan, Resources Manager, Development Services

What is the Lead Officer Development Programme?

This programme has been designed specifically for Development Services to focus on both the individual lead officers' personal and professional development while adopting a very business focused approach.

The programme is made up of 5 developmental elements:

- Investment In Excellence (IIE)
- Formal Management Qualification
- Action Learning Sets
- Leadership Development Workshops
- Personal and Professional Development Short Courses



The programme is being delivered over 18 months and will compliment Development Services' "Investor in People" business improvement standard. It sits alongside the Employee Development Process and Contribution Management and will be integrated with work based learning.

Benefits of investing in staff development

The expected benefits of this investment in staff will be the development of the first line management staff within the service, improved service delivery, better employee retention, increased job satisfaction and more customer focused service delivery.

Through a collaborative approach the blcc is providing Fife Council with a professional and flexible developmental programme.

The key to our success is that we listen to the client and work with them closely to ensure that we meet their needs and deliver development solutions that can be delivered flexibly to ensure minimum disruption to the business.

By developing a strong partnership Carnegie Enterprise Ltd and Fife Council's Development Services are confident that the investment in staff will make a positive and measurable difference across the whole service and in particular to their customer base.