



PROGRAMME: **FIRST LINE MANAGEMENT (LEVEL 4)**  
EMPLOYER: **HAMILTON PLUMBING**  
FACILITATOR: **SARA**

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**“I now look at business management from a different angle and make a conscious effort to be a good team leader”**

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Ash Walker a motivated professional, who is working to develop his leadership skills and further his career in the trade industry. When he became a team leader and moved into the office, his employer suggested he sign up for the First Line Management (FLM) programme.

Since starting the course, Ash now manages around twenty staff and feels the course has 100% added value to his leadership style and success in the role.

“I now look at business management from a different angle and make a conscious effort to be a good team leader. Yes, making money is high on the agenda, however, key factors contributing to the business like having great team culture, creating a positive workplace environment and comradery definitely helps boost team morale. These ingredients lead towards higher productivity.”

He was able to enhance his skills during his studies and now uses what he learnt on a weekly basis at work, especially when setting deadlines and goals with his team, and managing complex projects.



“An example of this is where the team and I sit down every Monday morning and go through the tasks that need to be completed by the end of the week. Beforehand, I had no structure to this but FLM taught me to be creative with my approach. I learnt to listen to the team and use the time more effectively and wisely.”

Ash can see how the course has given him the foundation skills to be a great leader. It has set him up to take the next step in his career. The FLM qualification will help him stand out from others who haven't done extra training.

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**“The certificate is like a little gold star next to your name.”**

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