



PROGRAMME: **FIRST LINE MANAGEMENT (LEVEL 4)**
EMPLOYER: **NZPOST**
FACILITATOR: **KARI**

“If I can do this, you guys can do this.”

Issy enrolled in FLM4 to get a formal qualification. She hadn't studied since she'd left school and she understood that the course aligned with her Process Operations role at NZPost. She's really happy with the outcome.

The course means initiating a workflow improvement project. 'At the start I was thinking, a project? I don't know? But I had to think what's going to work for me? What's going to work for the business? What's the most effective thing I can do?' Her project was very successful and she's rightfully proud to see it ongoing.

Issy particularly enjoyed setting up the workflow process. She worked through the difficulties by having open and honest discussion about obstacles and solutions. She realised she was using the skills she'd learnt from the online course content and discussions with other learners in the face-to-face sessions.

Issy was also grateful that the course required her to find out more about the actual business she was employed in. Needing to find out where the business was heading and what its plans were, she says, 'I found that really good. That gave me a bit more understanding. And it's stuff that's available to you but you don't tend to go and look'.



Because of the time since Issy had studied, she admits, 'it was a bit scary at first, putting me out of my comfort zone. It was just finding out what was expected of me. But then once I got into it, it was like, well this is what I'm doing a lot of the time anyway.' So, although it aligned with what she was doing she says, 'It gave me a different perspective.'

Issy is a great role model for anyone who hasn't studied for a long time. In her words, 'I said to my work colleagues if I can do this, and I'm nearly 60, you guys can do this.'

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