



PROGRAMME: **INTRODUCTION TO TEAM LEADERSHIP (LEVEL 3)**
EMPLOYER: **HAMILTON CITY COUNCIL**
FACILITATOR: **SARA**

“One of the most helpful parts of the course that I took with me was the reflective journal.”

Teresa uses a lot of what she learnt in the course in her everyday working life. She says, “One thing that I do regularly, and I took from the course was a template we had for reflections.

Reflecting on things we did both inside and outside of our teams. It was reflecting on all the emails and conversations, if something went right or something went wrong and how you fixed it. This information was sent through as part of our assignments. I’ve kept that going. I use it and it’s quite helpful. After I’ve attended a meeting for one of my various roles, e.g. Health and Safety or Children’s Champion I write it all down. I write everything down in my reflective journal. I haven’t kept it completely the way it was – it’s kind of my version now. But I’ve kept it going. That’s probably one of the biggest and most helpful parts of the course that I took with me.



Oh, there was another thing – it’s a ‘To Do’ list. It’s got everything I need to do and all the aspects of my work. So, what I’ve done, that’s ticked off and everything I still need to do is right up there.

When I started the course, I did have some frustrations. But once I got into it, I really enjoyed it and at the end of the day, I was able to prove to my son that I could do it. That was despite him looking at me funny in the beginning and saying ‘like – yeah mum you can do that’. My response at the time was ‘oh really?’. So, I proved I could do it!”