

TILM Management and Leadership programme – Case Study Shoreham Port Authority

Noble Learning with Sue Noble as lead trainer, was commissioned by Nicky Goldsbrough to deliver an ILM Endorsed Management and Leadership programme to supervisors and managers of the Shoreham Port Authority. Structured management training was a fairly new concept for the Port and site managers were usually promoted for their technical skills, not their ability to manage a team.

Sue designed the programme enabling managers to talk openly about their real life challenges of managing teams. Sue shared the latest and tried and tested theory on management and how to use a leadership approach to gain commitment, motivation and engagement. Managers were encouraged to discuss and debate the relevance of these theories and how they could translate this back to their own place of work.

The programme comprised of 6 x 1-day modules with learning taking place over a 6-month timescale. Learning was further enhanced by managers testing out these tools and techniques with their teams and reporting back to the next module with their successes and challenges. The additional challenge was having managers from the port side and from the corporate management side of the business. Their roles were very different and having collaborative discussions around these differences and challenges really helped to raise awareness and understanding of how each area worked and their own challenges as a manager.

On the final module managers were asked to carry out a presentation to the group on their learning journey, highlighting where they were *then* and *now*. Although this was a challenging exercise for most, the presentations demonstrated the confidence, credibility and competence each manager had gained as a result of the management programme as well as their commitment and identity to their role as Port Authority managers and leaders. An action plan for future CPD finalised the programme.

The success of this programme led to Sue delivering further ILM programmes for the Port Authority as well as a refresh course and one-off courses for the office management team.

Nicky Goldsbrough, Director of Corporate Services at the time has shared this testimonial.

Sue has worked with me on developing an ILM leadership and management programme to build capability across the Port. She coached and supported our managers, creating an open learning environment that enabled them to talk freely about the challenges they face and share their experiences with each other. Sue was very professional throughout and worked hard to translate leadership and management concepts into practical terms that were relevant and meaningful in the context of a unique and dynamic port environment. I would definitely recommend Sue and hope to continue to work with her in future