

Lead to Succeed: the positive impact

Organisation name: Dimensions

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Introduction

Dimensions is one of the country's largest not-for-profit organisations supporting people with learning disabilities, autism, challenging behaviours and complex needs.

As part of their focus in 2019-20 on bolstering management development, they identified the 'Lead to Succeed' programme as an appropriate and valuable addition to their development pathway.

Key learning

Lead to Succeed has had a significant positive impact on developing the leadership skills for the learner, particularly in the areas of 'Successful behaviours for leaders and managers' and 'Implementing effective supervision'.

What is Lead to Succeed?

'Lead to Succeed' is a leadership programme developed by Skills for Care and is delivered by Skills for Care endorsed providers. It aims to support new and existing managers, aspiring leaders and senior staff develop their leadership and management potential through understanding how successful behaviours and practical strategies can support their day-to-day work, as well as considering how they could implement these behaviours and strategies, now and in the future.

Employers can also claim money from the Workforce Development Fund towards the cost of their employees completing the programme.

What did Dimensions want to achieve?

The intention was to ensure that managers were given the opportunity to attend a programme which would enable them to develop the knowledge, skills and tools to needed to be an effective leader.

They asked colleagues to describe what they'd like to get from the programme and the overarching theme was a desire to increase confidence in leadership skills and to become a more effective leader.

They wanted to:

- share ideas and learn from others
- learn skills and techniques to be a more effective manager
- to increase their confidence in their management ability
- to learn to use my time more efficiently and productively.

Impact of learning

Through the use of pre and post surveys, Dimensions were able to evaluate the impact of the course on the learners.

The surveys focused on the key criteria from each of the five modules of the programme and asks the managers to show their level of understanding as well as their level of confidence out of 100, in their performance in that area. They also captured additional information about the expectations of the programme and how they've implemented what they've learnt along with any other factors which may have had a positive effect on their performance.

The results of the survey have shown that the programme consistently provided additional knowledge relating to all the key areas of a manager's role. Evidence of an increased level of knowledge and confidence was recorded across all areas. In particular, there was a noticeable uplift in knowledge from the modules focussing on 'Successful behaviours for leaders and managers' and 'Implementing effective supervision'.

Dimensions also found that confidence in the managers' approach to their work has been evident, but most significantly in 'implementing effective supervision' and 'active listening'.

Feedback from the learners

"I've developed skills and understanding. I feel, as a manager, I am more in tune with the teams and helping them achieve goals for both the individuals we support and their own personal goals."

"I have improved my supervision skills. I have improved the culture at work. I have set outcome-based actions for staff to help them develop. I have gained a promotion!"

"It has given me the wisdom to constantly reflect. One particular area- 'managing change' – I learnt to exercise empathy, leading to happier staff and people we support, in turn."

Next steps

Since January 2019, 46 new and existing locality, assistant locality and business support managers have successfully completed the Lead to Succeed programme,

with a further 62 places already confirmed for programmes running between September and December 2019.