

## Case study



### “The best part of my job is making a positive difference”

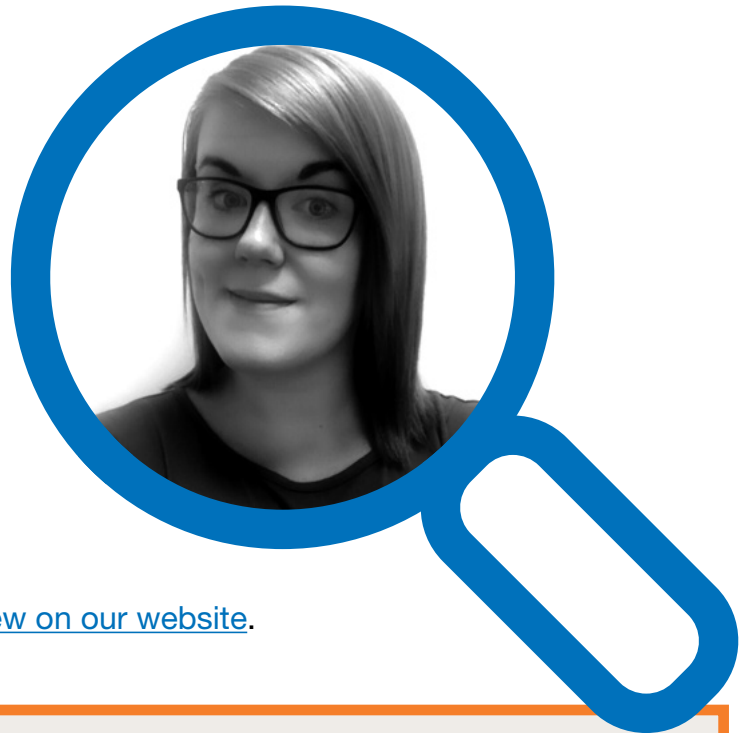
**Hannah Eccles, Area Manager at Fine Futures, reflects on the support she has received as she has developed as a manager.**

#### Introduction

In 2017-18 Hannah joined a programme for aspiring registered managers, being piloted by Skills for Care. The programme aimed to help participants prepare for a registered manager role.

The programme helps aspiring managers and their employers use Skills for Care resources and guidance over a 12-month programme of support and development. Each element of the programme can be used as a standalone activity or as part of a structured approach to support.

To see each element, take a look at the [overview on our website](#).



#### Can you tell us a bit about you?

I've worked in care for 10 years and the thing that I enjoy most about care is that no two days are the same. I enjoy the variety of my role and that I can be doing direct support, transitioning individuals into their own support packages or working with staff, managing people and providing training and mentoring.

I was interested in the pilot, as although I am in a management role I haven't had any formal management training. Although I know the client side of things inside out because of my degree, I often felt I was 'winging' the managerial aspects.

#### How have you found your experience of the pilot?

I feel like the course has helped me to improve my confidence in my managerial skills. Although I don't feel like I've learnt anything new necessarily, I've cemented my own knowledge and recognise my own skill base.

It's also given me a good basis on which to model my own mentoring and supporting of managers that may be starting out or working towards a managerial role.

I feel more confident and find I can deliver things and interact with people with more faith in what I'm saying. I don't feel like I'm pretending as much as I used to.

### **Can you give us an example of something which you're proud of achieving since starting the pilot?**

I've been able to support my managers and staff through a period of large change within the organisation, including a restructure. How I have supported staff within my area has meant that the changes have been viewed positively and therefore the end product has been a good one.

### **What advice do you have for someone either thinking about becoming a manager or unsure if it's right for them?**

I never thought that I would be confident enough to lead a small group of people, let alone approximately 100 staff that I do now on a day-to-day basis.

If you have a little faith in yourself and surround yourself with positive and supportive people you can achieve anything. Management is not always about who shouts the loudest and dictatorial forms of management, you can be a 'soft' approachable person and still lead others successfully.



**If you're thinking about how to support an aspiring manager or your deputy, take a look at the practical resources here which can help.**