

# Training in Action

## Management and Leadership Case Studies

[ Irene Stewart, Morrow Group Ltd ]

The Morrow Group is a Northern Ireland utilities and civil engineering company with almost 40 years experience. The Company employs over 100 employees and has vast experience in the installation and maintenance of electricity, water, sewerage, gas, street lighting and telecoms supplies throughout the province.



Irene Stewart - Administration Manager at Morrow Group, was one of a select number of candidates to have recently completed a Pilot NVQ Level 5 Diploma in Management Programme provided through a joint CITB NI, Federation of Master Builders and Department for Employment and Learning initiative aimed at Senior Managers in the construction industry.

The Programme brought together local construction business owners and managers who wanted to implement good practice techniques resulting in improved business performance and included a number of 1 day business improvement workshops (on areas such as planning, leadership and project management) that linked to the NVQ and which was delivered over a shorter time frame than other similar programmes.

Irene signed up for the Pilot Programme with the aim of enhancing her management, leadership and communication skills and to achieve an NVQ Level 5 qualification. Speaking of the impact that the Programme has had Irene said **“I really enjoyed the Programme and have learnt a lot. I feel that I am now a more competent manager and have particularly improved in terms of how I communicate with my colleagues”**.



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Irene added “as a business we are in the process of making various changes as a result of doing the Programme. For example we are reinstating performance appraisals for staff and will be making changes to the appraisal process and to our training matrix. There is now much more of a ‘working together’ ethos and greater two way communication within the business to make changes and plan properly”.

In terms of the future the Morrow Group is exploring a number of different possibilities to further develop the workforce and the business in general.

Barry Neilson, Chief Executive, CITB NI said, “Good management practices boost productivity, staff engagement, and ultimately drive economic growth and we at CITB NI are committed to helping the industry overcome any skills gaps, and to ensuring that our managers and leaders are among the best in the country. This pilot Programme is a combination of industry partners and Government working together effectively for the benefit of local business managers and owners to excel in management techniques for the good of their organisation and the overall construction industry.”



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