

SHORTLISTED FOR CHARTERED MANAGER OF THE YEAR 2020



DEBBIE CARLESS
Helpdesk and FM Systems
Manager, Solent University



The Chartered process helped me discover how important it was to learn from experiences - reflecting on this helped my confidence as a manager grow.



"It is amazing to be shortlisted for this award, it is just as good as winning for me! I set myself high standards, and my Chartered status underpins that - setting a benchmark below which I try not to stray

Being Chartered gives me credibility as a manager and leader. I believe that it gives reassurance to potential clients or employers that I can deliver what I say I can. I've always professed to be a professional manager, and have been a member of the Institute for many years. Being on a senior management team made me feel like becoming Chartered was a natural progression.

I am sure that being Chartered has helped me get selected for interviews. In an interview, I can always draw on my experience to help demonstrate what being Chartered means to me, and how it has made me a better manager. It has given me confidence to deal with difficult situations in a professional and fair way - confidence is the winning ingredient for me.

I took the qualified route to becoming Chartered. I found it a challenge, but in a good way. The process allowed me to discover that it is important to learn from experiences, especially the difficult ones. Finding the opportunity to reflect on a few challenges has helped me grow in confidence as a manager and leader.

If I could give my younger self some advice... I would say that it is ok to be me. What matters is being true to yourself, to work with integrity and listen to the people around you. It's ok not to have all the answers straight away."

Debbie Carless is the Helpdesk and FM Systems Manager at Solent University. Debbie has used her Chartered status to become more self-aware of herself, both personally and professionally, explaining "It helped me accept things that didn't go well, because I found lessons that were more valuable because of it."

ABOUT THE AWARD

The Chartered Manager of the Year award recognises and celebrates the outstanding achievements and contribution Chartered Managers bring to their workplace and to their own personal development.

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PROFESSOR GRANT CAMPBELL
Professor of Chemical Engineering
University of Huddersfield



Chartered status brings greater awareness of practises, attitudes and behaviours that can enhance personal and organisational performance.



"It is gratifying that the approaches I have taken have been recognised through being a shortlisted candidate. I have intentionally aimed to apply recognised good practices in leading and managing, and this achievement is an endorsement of that.

Professionalism and credibility in relation to leadership and management are important in higher education, but difficult to demonstrate objectively. Chartered status requires putting the informed professionalism to scrutiny against CMI standards, leading to credibility and bringing a greater awareness of practices, attitudes and behaviours that can enhance personal and organisational performance.

The University collaborated with CMI to deliver two bespoke management modules, followed by a submission for Chartered status. The university managed and supported the process both efficiently and effectively, in line with its own commitment to effective management. I hope that this initiative synergies the respective competencies, extending beyond both institutions.

If I could give my younger self some advice... I would say try to anticipate and avert problems than deal with them - move ineffectively in the right direction than effectively in the wrong one. Be authentic, operate with integrity and compassion, and become who you uniquely can be. The best time to plant a tree is 20 years ago; the second-best time is now."

Professor Grant Campbell is the Professor of Chemical Engineering at the University of Huddersfield. Grant believes being Chartered has provided the necessary tools to equip him to be a better manager and leader, saying "My Chartered status will place me well to operate effectively within my university and to influence the adoption of good practice in management and leadership."

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JENNY TAYLOR
UK Foundation Leader, IBM UK Ltd



I had 20 years of management experience, but felt I needed more to face the great challenge of my management and leadership skills to date.



“Being shortlisted for this award is very self-motivational. It has proved to me that many years after earning my degree, I still have the capacity to study to gain high quality, formal qualifications.

As a senior manager, I believe it’s important to demonstrate formal qualifications, as well as ‘on-the-job’ experience. Formal academic study underpins and enhances real life knowledge and capability. As the head of a new Apprentice Employer Provider, I felt I should lead by example and study for an appropriate credential too.

I initiated the change to transform my organisation, UK Foundation. Effectively introducing a ‘college’ within IBM UK, I chose to qualify as a Chartered manager during this time, as I felt I needed more support to face the greatest challenge of my management and leadership skills to date.

Taking the qualified route to becoming Chartered was an enjoyable process. I found it stimulating and really useful to refer back to the many management practices and models I have learned over the years. The sense of achievement afterwards and the additional knowledge I have obtained through going through the process has made it all worthwhile.

If I could give my younger self some advice... It would be the same advice I give to all young women I mentor today, ‘She believed she could, so she did.’ I could have started my career much earlier, had I believed in my capabilities more strongly.

Jenny Taylor is the UK Foundation leader at IBM UK Ltd. Jenny believes gaining Chartered status has allowed her to find value in reflecting on her management and leadership style, explaining “I was able to rediscover all the various management models I had learned over the years, and ensure they are appropriate to each situation I encounter.”

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PAUL HUGHES

Project Leader 'AAFC 80', Australian Air Force Cadets & Strategic Relationship Manager, Converge International



I wanted to be professionally recognised as a manager and use this platform to support others who are at the start of their journey.



"I am absolutely delighted and humbled to be recognised as having the highest status that can be achieved by a manager. More importantly, it's great to be recognised as an example leader who has reached the pinnacle of the management profession internationally.

At first, I wasn't sure that becoming Chartered would benefit my career. However, speaking to people at networking events, I understood that being recognised as a manager who has made a real, practical difference in the workplace and community was an incredible achievement.

I have worked very hard to role model what it means to be an inclusive manager and leader. My mantra is 'setting the standard and leading the way' and I wanted to show others that no matter your age, level of responsibility and experience, you can still learn from your mistakes to be a better manager.

Taking the qualified route to becoming Chartered enabled me to reflect on what I knew, and how I have progressed. You really had to dig deep to understand the rationale for your decision making, but this reflective element was so enjoyable as I realised how much I have learnt and adapted over the years.

If I could give my younger self some advice... I would say know and believe in yourself. Just because you think you can't do something now, doesn't mean you won't be able to excel at it in the future."

Paul Hughes is the Customer Relationship Manager at Converge International, but also spends his time volunteering with the Australian Air Cadets. Paul understands the importance of being Chartered and hopes to be an inspiration for others, explaining "It has made me a more inclusive and decisive leader and I hope to inspire others to find and develop their own leadership styles."

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RICHARD MASSEY
Principal, Glengormley High School



Becoming Chartered highlights that I have gone above and beyond to develop my capacity as a manager and leader.



"I am exceptionally proud to be recognised for this achievement. This is an evidence to my current and potential employer that I take my CPD seriously and have undergone impartial evaluation on my capacity as a leader.

Becoming Chartered was something I hadn't really thought about before. However, at a business leadership event, I came across a CMI stand during the networking session, and it seemed like a natural route for evaluating my role and the impact that I had as a senior teacher. I signed up and never looked back!

I think that becoming Chartered has definitely increased any future career prospects. To be able to record on my applications that I have undergone the Chartered process highlights that I take my CPD seriously and have gone above and beyond to develop my capacity as a leader.

The process to become Chartered was rigorous, yet fluid and slick. I underwent an assessment which allowed me to undertake some deep self-reflection and highlighted areas that I could focus on for professional development. I was also awarded Fellowship status.

If I could give my younger self some advice... I would say just see every experience as a lesson on how to continuously improve yourself."

Richard Massey is the Principal of Glengormley High School in Northern Ireland. Richard has used this process as an opportunity to get more involved with CMI and has recently joined the CMI mentoring scheme, offering his advice, guidance and expertise to others, saying "I have found that I have learned so much by hearing the stories of other people, so I wanted to find a way that I could help, too."

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SARAH GARDNER
Projects and Improvements
Manager, Coalo



Becoming Chartered was a way of demonstrating a standard that I had achieved and validated my level of skills.



"I am extremely pleased to be recognised, and it is a great honour to be shortlisted. It is a great opportunity to showcase my skills and I am very happy to be recognised for this.

Being Chartered is hugely important to me and my professional career. Becoming Chartered was a natural progression for me, as I am already a Fellow. Having a Fellowship and being a Chartered Manager validates my level of skills, as they are the highest professional accolades that you can achieve.

I know that being Chartered has improved my career prospects and boosted my confidence. It demonstrates that I have the transferable skills to be the best manager in a range of environments. I have worked in many roles across many fields and being Chartered has given me the confidence to tackle many new challenges.

I took the qualified route to become Chartered. The whole process was very easy and convenient. I already had the skills and experience, so it became a matter of transcribing that into the context of what CMI were asking for, in order to demonstrate how I met the standards.

If I could give my younger self some advice... I would say aim high and believe in yourself. I am still very ambitious and aim to be in a director's position in the future, as well as continuing to fulfil my voluntary commitments and further academic studies, such as a PHD."

Sarah Gardner is the Projects and Improvement Manager at Coalo - providing a range of specialist services to local authorities and housing associations. Sarah found the whole process to becoming Chartered easy and very accessible, saying "It seemed like a really natural progression to become Chartered... it was a matter of putting my skills into the context of what CMI were asking for."

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