

# 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.

FIND OUT MORE



[www.managers.org.uk/cmgr](http://www.managers.org.uk/cmgr)

