## → CHARTERED MANAGERS





The cross-cultural leader

**EDWARD OSBORNE** CMGR FCMI HEAD OF CUSTOMER DELIVERY MODEL AND DIRECT-TO-CUSTOMER OPERATIONS, JOHN LEWIS PARTNERSHIP



When Edward Osborne passed out of Royal Military Academy Sandhurst as an army officer at the age of 21, he was fulfilling a childhood dream to follow in his grandfather's footsteps and serve Queen and country.

After a highly successful career in the British Army, the transition from military to civilian life was far from straightforward. Fortunately for Osborne, CMI became his "pillar" that set him on the path to a successful career in logistics.

You do go through some personal and professional changes as you transition into civilian life; when you leave the military, you no longer live in that contained environment. CMI has always been a background pillar to me, helping me keep a handle on civilian life.

I've become more considered and more deliberate since becoming a Chartered Manager, and I try to always lead by example. My management style is direct and honest and I expect the people I work with always to be fair and reasonable. I abide by these overarching principles, no matter what.

Chartered Manager helps me to promote myself to others, and provides reassurance that I have a solid knowledge base, founded on the lessons learned from achieving Chartered status. I've recommended to some of my managers that they should look at CMI to help them grow and to help them identify where they can see opportunities in themselves.