

Examples of good CPD Records: Chartered Member Level

What was the learning experience, and why was it important to you?	I completed a Diploma in Executive Coaching. It was a two-year programme, with taught elements and 100 hours of coaching and mentoring experience, focusing on psychological theory, relationship building, different types of coaching, the use of 'self', and ethics.
How has your understanding changed as a result of this experience?	Not only did this give me some very specific technical skills it gave me insights into how I am as a leader. I have always been successful in my employee relations roles, and therefore have been a problem solver, people who came to me got their problems solved - and if I am completely honest with myself, that felt great! Seeing my professional practice through a coaching lens has made me realise the limitations of this style and approach and in order for others to thrive, they need to find the answers for themselves. This course was online rather than face to face. As an extrovert, I find learning much more enjoyable when it's in person and felt I didn't get the most out of the networking opportunity as I just didn't build relationships in the same way. I had also assumed that the course would have made me an expert in coaching, but learning more has made me realise just how much there is to learn. I am keen to further enhance my knowledge through looking at how neuroscience can impact my coaching practice.
What have you done differently, or what will you do differently, in your work?	This learning experience will significantly change many aspects of my professional practice. I initially signed up for the course as it wanted to be part of the internal coaching pool for the senior talent populations. However, I can see how it can also help me as a manager through using a coaching approach through my own team as well as with supporting senior managers with their ER issues to find solutions themselves. So, I plan to use the techniques I have learnt when advising senior leaders on people issues. There's also an opportunity for me to think more widely about how we integrate effective coaching approaches into our people management framework - we don't talk about coaching much in the organisation, but there is a project to review our strategy which I'm part of, so I'm going to take some of the principles and thinking around the coaching approach to consider how it can be applied in the context of line management roles, and developing our people.
What difference has this learning made - or what difference do you expect it to make - beyond your own development?	I have already shared my learning experience with my direct reports, and they are bought into me using a coaching approach with them in their 1:1s, and know that I will be taking a more coaching approach with them from now on. They are going to feed back on how that's going at my quarterly performance reviews so that we can assess whether it's supporting them and their development. I am also part of an industry HR networking group, and they have asked me to share some good practice around coaching, to widen their understanding. I plan to use part of that session to get some external insights into how coaching practice can be used as a career development tool in organisations, to bring back to our work on careers.

What was the learning experience, and why was it important to you?	I have been leading our eight apprenticeship recruitment campaigns that launched in February, managing everything from arranging events at colleges to advertising, online assessment screening, assessor training and setting up and overseeing the assessment centres and then handing over to our onboarding teams. I've worked with a wide range of colleagues on this across the organisation.
How has your understanding changed as a result of this experience?	I learned mostly from the things that didn't go so well - getting engagement from all the right parts of the business, anticipating the number of applications (I based the figures on previous years, but this year we were overwhelmed with applications, so I had to get more assessors at very short notice), and challenges with the quality of a couple of our newer assessors. I also learnt that I have a tendency to sometimes rely on people in the business for 'favours' or to get involved in things, and then when their capacity and/or enthusiasm may not always be what I expect, I can become frustrated. Whilst I am generally good at getting stakeholders on board with things that they need to do, I could further develop this with a more formal approach, such as getting them involved earlier in what's happening with their apprenticeships in their business department, so that they feel more involved and not just asking when it may be too late. This experience taught me that I need to work more on the way I engage people rather than expecting their priorities to be the same as mine. I also learnt that I can manage a whole campaign from start to finish - this was the second year I've done this. It's boosted my confidence around my understanding of recruitment (which is a new area for me). I've developed technical skills in channel sourcing, candidate pipelines, and also around the use of AI in recruitment and how we need to manage it.
What have you done differently, or what will you do differently, in your work?	In the next campaign, I'm going to have a better plan for managing my stakeholders, and understanding how I can engage each of them to work more collaboratively with me. This will include sharing with them about the end-to-end campaign, talking about the impact of the programme, what their role will be, and how they can support - and offer different options of what they can do to support, so there will always be something they can get involved in. I will also go to the Heads of each department that takes apprentices to encourage them to get their managers involved, rather than just approaching people on my own. In the long term, this will save me effort and possible risk of not being able to manage the larger candidate pipeline. I'm also going to speak to some of my peers in similar organisations - and the appropriate professional bodies for the industries with apprentices - and build my understanding of the current market in terms of likely applications for next year.
What difference has this learning made - or what difference do you expect it to make - beyond your own development?	I have a meeting to share my learning with the Head of Resourcing who leads our overall workforce planning and resourcing approach so they can build the apprentice numbers into our plans for next year, and ensure we have the right resources to deal with the applications. This means that we can better resource ourselves if we have too many applications next year. I have a small recruitment team who work on the campaigns with me, however, most of them are quite new to recruitment campaigns. So I've arranged to do two half days of training with them, on how to run an apprenticeship campaign. This will help them understand how their work links to the bigger picture, but will also start to build their capability levels and start to take on more responsibilities within the team.