

Email from Maureen Miller, University of Otago

Hi Bob,

I thoroughly enjoyed our sessions and the opportunity to meet (albeit via technology) with you. My recent experience with your Formula 4 Leadership programme has been excellent and I feel I'm the better employee for having undertaken it.

I found the business scenario based GLI tool to be more useful and insightful for me than other 'leadership' management measurement tools I've experienced and the feedback was directly relevant in a business context and more importantly in 'my' business context.

The use of the Coach on the Desktop decision making tool proved to be valuable not only in terms of honing my judgement of the appropriate use of different styles of decision making in different situations, but interestingly, it also provided me with a real 'revelation' in identifying that there was a need for clarity about the responsibility for key decisions within the Library's leadership team. This helped to crystallise my thoughts, and provide a framework for a discussion with my boss, about how our Executive Management Team might go about clarifying where certain decision responsibilities should lie. We are now working on a course of action to remedy this.

The use of the Skype sessions to talk through, with you, some of the issues that had arisen as I used the CotD was both enlightening and pragmatically helpful (and actually fun). I very much appreciated your excellent listening skills, your ability to summarise what you'd heard me say (and sometimes didn't say), coupled with the knack of asking probing questions that challenged and helped me reflect on what I'd learned. It all led to determining what actions I will now need to take to capitalise on my areas of strength and to improve on those areas where I am weaker. I also found the email follow-ups very helpful.

I am very grateful to my boss for supporting me to undertake your programme, and once again would like to thank you for providing a great environment for a very reflective but stimulating and invigorating learning experience. Please feel free to use me or the contents of this email as a reference for your excellent service.

Cheers

Maureen
Library Central Services Manager