

C&C report past examples

Ci. Managing interpersonal relationships

<p>Example 1</p>	<p>As well as building relationships in multidisciplinary teams I have also built relationships with external stakeholders such as:</p> <ul style="list-style-type: none"> ■ contractors for pilot plant orders; ■ suppliers of proprietary water treatment processes; ■ specialist consultants when I managed wind turbine feasibility studies; ■ charity partners when completing a secondment with XXXX; ■ The Environment Agency when working in the regulation team. <p>When flooding occurred in Carlisle, I worked for a week with electricity supply colleagues visiting customers to advise them on electricity supply cut offs. This required me to show empathy and resolve conflict with customers who had been badly affected. After completing the carbon saving technologies study described in question Aiii I realised there was the potential to develop the company's use of heat pumps which would result in opex and carbon savings. I needed colleagues in different areas of the business including engineering, asset strategy, and operations to work together. I arranged and facilitated a brain storming session with these parties and we put together an action plan. This resulted in several applications for the technology being identified and the initiation of an R&D project.</p> <p>Following this I have become a focal point for applications of the technology, bringing teams working on different aspects together to share experience. For example an electrical engineering colleague working on an air pump heating system which uses heat from an electrical control room to heat other areas of a building approached me for advice. I also have met with a geotechnical engineer to understand their capabilities for designing ground heat systems. I have also built relationships with external suppliers of the technology.</p> <p>To facilitate knowledge sharing in my discipline team I maintain and promote the use of a SharePoint site, giving team members ad-hoc training on its use.</p>
<p>Example 2</p>	<p>During my PhD, a colleague and I were awarded a travel scholarship of £3k each, to undertake work at a research centre in Germany. I suggested that we attend the centre together and manage our funds jointly to enable us achieve savings. Due to the remote location of the research centre, public transport was limited. We arranged to live in the same neighbourhood and contributed towards the costs of a car and fuel for commuting and living purposes. The financial benefits of our decision to share our funds allowed us to extend our stay, thereby performing additional research work at a world-class facility, which was important to successfully completing my PhD.</p>

<p>Example 3</p>	<p>I was responsible for collecting and editing articles for inclusion in the site Environment, Health & Safety newsletter each month at a previous company. This involved liaising with staff from different departments and varying backgrounds and providing them with my professional advice in order to produce an outstanding article. I devised various means of communicating the newsletter to the whole site, via internal post to departments in order to be posted on their noticeboards, by liaising with IT to obtain via the site email system for all staff with access to computers and by ensuring content of newsletter are being discussed at departmental meetings.</p> <p>I led the selection of a suitable training provider for training automation engineers. I investigated if a recommended company was suitable for training the group I was responsible to look after, ie Automation IT department. I invited the company along for an interview and asked a rep from the group, an automation engineer along to the interview session. We asked for examples of reports they have produced and also provided them information on what we wanted and asked if they could meet our needs. The company has now agreed to use them based on our recommendations, even though they were not on our approved list of suppliers. A 4 day training course on work equipment safety and CE Marking was arranged. 13 Automation Engineers attended the course and I also attended in order to be able to assess whether other engineers will benefit from a similar course.</p> <p>I was responsible for interviewing 3 contracting companies in order to find the most suitable contractor for carrying out the project on refurbishing the multi-storey car park. Other members of the interview panel were: the project manager, procurement specialist and civil engineer. The right company that achieved the refurbishment project was carefully selected, based on the scoring system used.</p> <p>I supported and worked with the engineering department to lead them through the compliance with the relevant statutory and corporate legislation. This has proven difficult at times and excellent working relations need to be maintained for positive results to be achieved. I worked on an engineering remediation project, in order to help improve in areas of non or minimal compliance.</p>
<p>Example 4</p>	<p>I have regular contact with site senior production, engineering and quality management. For example, when drafting validation documentation for a process improvement to an existing production area, I kept our site Qualified Person (who must sign off on every batch produced to show it has been manufactured within the licence and with GMP controls) at every stage of the process in order that her requirements for risk assessment, testing and documenting of the changes were incorporated at the early stages.</p> <p>The differing priorities of regulatory and R&D departments vs. engineering and production mean that the simplest way to achieve regulatory objectives is rarely the most effective way for the factory. I have proposed and discussed product licence changes and applications with senior regulatory advisers to engage them with updating our regulated methods of manufacture in a way that provides business benefit and flexibility rather than in a way that dictates every step and variable of the process, resulting in an improved document for use in licence updates for a key acid reflux product.</p> <p>I have coached members of my team to improve their effectiveness. One of my production operators had a high level of process and organisational understanding and ambition, however was perceived very poorly both within the team and at management level due to his sickness record. I talked him through the company's development process and coached him in how he could improve people's perception of his performance and commitment. As a result, his absence record improved considerably and he volunteered to take on more responsibility. The team still saw him in poor light, however, and complained that he was leaving them a disproportionate amount of the manufacturing tasks due to his involvement in planning, scheduling and documentation reviews. I discussed his role and activities with several of the team informally and once they all had an understanding of their importance, and the fact that none of the others in the team had yet shown any drive to gain that level of knowledge, the remaining team members were much more supportive. The team member was seconded to a Crew Leader role on my recommendation, and after some further training was promoted to Technician level.</p>