

Leadership 2014 – Case Study

UKPN



Leadership is the blend of skills, qualities and behaviours that inspires and motivates others to succeed:



Some of these characteristics are naturally evident in staff, but we also need to identify those areas where we are weaker to enable the coaching and training needed to encourage the development of these abilities.

There is a need to promote ingenuity and new channels of behaviour to encourage people to lead and to be leaders. In turn this should have a positive effect on the organisation's Vision and Values; namely Integrity, Responsibility, Inclusiveness, Unity and Respect.

UKPN's Leadership Way programme focuses on a number of key principles and drivers for the business including Safety, Performance, Teamwork, Customer Service, Employee Engagement and Continuous Improvement.

This is intended to help develop well rounded leaders with an awareness of priorities who also understand their influence through 'the shadow cast by a leader'. All of these parameters are also reflected within the company's overall strategy and its key objectives as a business.

The ultimate aim is to develop leaders who are: **Intelligent, Creative, Confident, Driven and Courageous**; and in doing so to then: **Lead by Example, Set High Standards, Set Stretching but Achievable Targets, Praise Good Behaviour, and Tackle Poor Performance, Make Decisions, Admit Mistakes and Listen to Colleagues.**