

Jackie Towell

From: Steffani Lewis
Sent: 21 August 2019 11:27
To: Jackie Towell
Subject: Testimonial

Good morning Jackie,

Please see below Testimonial:

I have discussed a number of Performance management issues with Jackie, who has provided me with support and advice as well as putting me forward for training courses that would further develop my managerial skills, courses such as Chwarae Teg Performance Management Workshops on Appraisals and Feedback and Effective Communication / Difficult Conversations. These courses furthered my knowledge and provided me with the refresher training I needed, increasing my confidence when having difficult conversations and providing me with the tools to provide effective management of the situation. Over the course of my employment here I have often gone to Jackie to discuss matters arising with members of the workforce, I have been able to receive coaching from Jackie which has enabled me to deal with the situation myself and allow me experience different matters which would traditionally of been dealt with by HR, Such as recruitment interviews, dismissal interviews and performance appraisals., this experience has been key in my development as a manager.

Many Thanks

Steffani Lewis

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