

## LEARNER PROFILE

# RILESH PATEL

PROGRAMME: **INTRODUCTION TO TEAM LEADERSHIP (LEVEL 3)**  
EMPLOYER: **NEW BETA INNOVATION**  
FACILITATOR: **ANDREW**

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**“I’m more confident to problem solve and move an issue forward.”**

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Rilesh is working as a Quality Assurance Officer for an international pharmaceutical company. He says, “It was a real pleasure and I’m so pleased to have done this course with LearningWorks. I wanted to take my communication skills to the next level and this course has helped me to proactively communicate with my team members and communicate effectively with management.

I can put my leadership glasses on now and that allows me to visit why my manager is making particular decisions.

I can see, what the purpose is and where he wants to go. It’s been helpful for me to understand why decisions have been taken.

The problem-solving part was really, really helpful too. Working from home, my manager might be in a meeting and internally there’s an issue and I need to come up with a solution. Based on my experience and knowledge, I’ll make the decision and then when my manager is available, I’ll let him know what has happened, and the decision I made to move it forward. I’m confident to do that now.

Once I completed the leadership course, I started to believe in myself. I thought I do have the potential to develop my career and from there I enrolled in the MBA degree at Waikato University. I just have an assessment and a presentation next week and I will have completed that too.



The ITL3 programme gives you a lot of confidence and self-belief. After I’d been studying for six months my wife started the same LearningWorks programme. She’s now completed the ITL3 course and that has really helped her too. She’s really confident now and recently she got a promotion and was able to move onto another company.”

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