

## **A week in the life of Nic Baines (Consultant)**

### **Monday**

This week begins with a trip to a Cat C prison in the Midlands where I have four 1-to-1 MBTI feedback sessions lined up with Prison Service managers. These sessions are a core component of our NOMS Developing Managers programme and take place between modules 1 and 2. The sessions involve taking individuals through the Myers Brigg framework and their individual MBTI preferences and type, in preparation for exploring this through more at module 2 in a group setting and taking it to the next level. These sessions are also a great opportunity to check in with participants following module 1 about their learning and what's going on for them and it's also a chance to offer coaching and support in relation to their ILM work based projects.

### **Tuesday**

Today, I am in the office early to catch up with emails, finish a tender and prepare for a busy week ahead. We are currently running a series of competency based Assessment Centres as part of "re-branding" and improving the performance of the Operations teams within Prudential. This week, I am taking the lead of the 2 Centres in Scotland so I'm even more conscious of ensuring all the materials are ready and the assessors prepped. These Centres are selecting the right people for the role going forward so it is fundamental that a fair and rigorous process is maintained and it is my responsibility to ensure that happens. I'm also not a fan of flying so will be sneaking in a lunchtime glass of wine before catching my flight from Heathrow to Edinburgh this afternoon!

### **Wednesday**

This is the third Centre we have run so far but the first I have managed and assessed at so I'm up early going over my notes for the opening. Despite a few early nerves, I'm really looking forward to the day ahead. I love this type of work – observing and recording behaviour and interacting with participants. I've also been one of the core leads on the design of these Centres so it is always nice to see what's on paper come 'alive'. We are working collaboratively on these Centres with a mix of BCL and Prudential Assessors and there is a real 'team spirit' and energy amongst the team.

### **Thursday**

Today is much the same as yesterday, I'm just a little bit more tired! However, excited all the same for another Centre! First challenge of the day has been an absent participant and a swap of another so with a few timetabling alterations we are on our way. I have assessed a real range of behaviour and competence over these Centres so far so it's been really interesting to see how different people have responded to the exercises.

### **Friday**

My colleagues and I are off to the Prudential Head Office in Stirling today for the Assessment Centre 'wash-ups' where the Assessor team get together in their streams to discuss their assessments and scoring of candidates over the last two days. They will then be put into categories depending on their strengths, development needs and therefore suitability for the role. It is important that I keep momentum going in these wash-ups but that everyone is given 'air-time' and appropriate consideration.

We leave HQ at 5pm and head for Edinburgh airport after a really productive day. The Pru lead is really happy with the process which is great. ETA home 10pm but it's been a good few days and I'm looking forward to the next Centre on Monday and the 55 individual reports to be written post the Centres!

