

IFLP Executive Summary

Within my remit is research and development. Innovation is therefore an integral part of my role and I have a responsibility to work collaboratively with other departments to deliver our aspiration of being an innovative business. To be placed into workshops with people from different companies and with different experiences has enabled new approaches and ideas to be formed. In addition, the quality of the guest speakers, their passion for their work and the depth of their knowledge has made the sessions immensely engaging.

My Business Challenge

My challenge focuses on competence. Since the Dame Judith Hackett report and subsequently the Building Safety Act (2022), there has been significant emphasis on the level of competence of those operating in the construction sector. To drive better standards, the Construction Products Association (CPA) have supported an initiative called the Code for Construction Product Information (CCPI). The CCPI is an external audit of the processes in place in our business. As part of this, the CCPI will be auditing whether we *'have in place a robust training programme to ensure that anyone conveying product information is competent to the level of knowledge required for their role.'* It is therefore essential that we have in place a framework of competence for all the roles across our business that are engaging in customer dialogue. We then need to map every individual to understand whether people are at the competency level required in comparison to their roles.

The workshops and sessions at the IFLP have supported me greatly with this challenge. As an example, we did a 'fishbowl' workshop in which all the other participants discussed my business challenge without me being able to comment or intervene. This allowed individuals with a range of experience, backgrounds, expertise, and personality types to discuss the challenge I was facing and how they would go about solving it. A key insight from this was the sheer scale of the project I was facing and that if I was realistic about completion within the timeline, then I had to rationalise and prioritise. Seeing the group all agree that this was the way to proceed was helpful to me in the next phase of the work and has led to the key roles being actioned first.

Implementation of Insights from IFLP

Being part of the IFLP has given me insight into models, tools, and process to integrate innovation into more of what I do. But more than this, it has provided me with methods and techniques to give myself the best chance of delivering these. That is to say that sleep, nutrition, diet, well-being, and other aspects have been discussed through the course, providing guidance on how to be at your physiological and psychological optimum to deliver results. This has been extremely interesting to me and something that was unexpected. Since joining the course, I have made changes to habits, diets and sleep patterns thanks to insights shared by speakers and their recommendations for further reading.