

# LEADERSHIP DEVELOPMENT SPARKS CREATIVE PROBLEM SOLVING

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MERSEYSIDE FIRE AND RESCUE SERVICE (MF&RS) COVERS AN AREA OF 653 SQUARE KILOMETRES, INCLUDING THE CITY OF LIVERPOOL AND SERVES A POPULATION OF 1.5 MILLION. THE SERVICE EMPLOYS 1200 PEOPLE AND OPERATES 26 COMMUNITY FIRE STATIONS WHICH HOUSE 29 PUMPING FIRE ENGINES.

MF&RS HAS A PROUD HISTORY OF INNOVATION; THE CITY OF LIVERPOOL INTRODUCED THE WORLD'S FIRST STEAM FIRE ENGINE, DECADES BEFORE OTHER CITIES.

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## **CASE STUDY: MERSEYSIDE FIRE AND RESCUE SERVICE**



### **THE CHALLENGE**

MF&RS operates a successful leadership development programme accredited by the Chartered Management Institute. As part of the programme MF&RS wanted to stimulate the right mind-set and attitude in future leaders; both in terms of people skills and problem solving, as well as imparting knowledge and skills. They approached Brathay to deliver a programme that would embrace all of these attributes.

### **THE SOLUTION**

Drawing strongly on the MF&RS core values and future leadership challenges for the organisation, Brathay developed a module with strong experiential learning, personal reflection and facilitated discussions. This is delivered in a highly engaging, energetic and informative style which encourages leaders to think differently and, more importantly, to develop their own solutions. As part of the module, attendees complete a major leadership exercise – The Windermere Challenge – which brings all the learning to life in a unique and tangible way.

### **OUTCOMES**

MF&RS has worked with Brathay to deliver its leadership programme for six years. Participants are able to develop practical skills they can take back to the workplace and cite 'listening skills, empathy, leading by example, teamwork, communication, and aligning people to pull together' as key learnings from the module. As well as enhancing invaluable personal attributes and skills, Brathay's focus on finding solutions has directly supported MF&RS leaders in dealing with increased complexity and uncertainty facing the service in light of significant budget cuts and changes to service delivery.

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**“BRATHAY PLAYS A SIGNIFICANT PART IN FULFILLING OUR CORE VALUES AND SHAPING OUR FUTURE LEADERS. WORKING WITH THEM HAS HAD A POSITIVE IMPACT ON PERSONAL AND ORGANISATIONAL DEVELOPMENT. THE ATMOSPHERE CREATED BY THE STAFF AND VENUE PROVIDES A LEARNING ENVIRONMENT SECOND TO NONE.”**

**Lynn Hughes**  
Organisation Development Manager

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