



# EMMA ROBERTS

## Manawanui

Team Leader - Customer  
Experience Center

## Team Leader Essentials

I enrolled in the Team Leader Essentials course because this is my first time being a manager and was looking for a course to help me build my confidence and get skills to help me on a day to day basis at work.

The course at IMNZ taught many things. It taught me that it was okay to tell people what to do and how to manage difficult people which is important in any role. I made great connections and it really helped build my confidence.

I would recommend IMNZ because it was a great way to learn the tools needed for my role and I was able to apply straight into my role.

