

# HOW BRATHAY HELPED MY CAREER



DIANE MILLWARD, RECLAIM FUND'S HEAD OF OPERATIONS & FINANCE, TALKS ABOUT THE CRITICAL IMPORTANCE OF TEAM WORK AND WHAT A RESIDENTIAL AT BRATHAY HAS TAUGHT HER AS PART OF HER MBA.

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**CASE STUDY:**  
**DIANE MILLWARD**



**CONTEXT**

Diane Millward is Head of Operations & Finance at Reclaim Fund Ltd. They manage the government's dormant accounts scheme to help good causes through the stewardship of unclaimed assets, namely dormant bank and building society accounts. Diane is recognised as a commercial values-driven leader with a strong technical capability and a proven record of delivering results. Here Diane explains how her experience at Brathay, as part of her MBA programme at the Manchester Business School (MBS), has helped her career.

"I joined the MBS's Global Executive MBA in July 2014, an incredible programme studied by global business leaders based in different countries around the world. Success depended on group assignments, accounting for about 40% of the course, so teamwork was imperative."

**KEY LEARNINGS**

"The MBS used Brathay to deliver an intensive residential team building session at the start of our programme. The demanding mix of physical and cerebral challenges meant we quickly got to know and trust each other.

We discovered each other's skillset and background which meant each team member was deployed in the best way possible to maximise team benefit."

**OUTCOMES**

"I am involved in all aspects of Reclaim Fund's operation. I lead a small, professional team to deliver an exceptional service to all our stakeholders, including government and the participating banks and building societies.

"Effective team work is a critical aspect of what we do. My MBA, and especially my Brathay experience, is second to none in helping me to ensure my team is consistently giving of their best and is committed to delivering the organisation's strategy and responsibilities."

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**"THIS ACHIEVEMENT HELPED ME TO SECURE MY CURRENT ROLE AND I HAVE DRAWN ON MY BRATHAY LEARNINGS TO DEVELOP STRONG, INTERDEPENDENT ROLES FOR MY TEAM MEMBERS. IT MEANS WE ARE A HIGH-PERFORMING TEAM CONFIDENT THAT WE ARE DELIVERING EXCEPTIONAL RESULTS FOR THE BUSINESS."**

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