

ILM Fast Track Level 3 Award in Leadership & Management

OVERVIEW

Course duration: 3 days.

This intensive and practical course focuses on providing supervisors and first line managers with a recognised qualification whilst sharing insight and learning on the fundamentals of management.

Awarded by the Institute of Leadership and Management, the Level 3 Award in Management and Leadership provides supervisors and managers with a recognised qualification that focuses on the core skills required for the new manager. The course, which is accredited by the ILM, can generate significant payback for your employer in terms of cost savings and quality improvements in your workplace. The course provides a toolkit of techniques to apply upon return to the workplace.

IS IT RIGHT FOR ME?

Suitable for managers, team leaders or supervisors who have had little or no formal training. It is also suitable for those who are looking to be promoted into a management position.

WHAT WILL I LEARN?

By the end of this course you will be able to:

- Understand the role of the leader and identify your own leadership style.
- Pinpoint opportunities to develop and maintain credibility and trust within your team State the qualities of a successful team.
- Identify the various roles within your team and identify ways in which you can develop a balance of skills.
- Use established communication techniques to develop and build productive relationships within the team.

Confidently tackle common performance issues and deal effectively with conflict that may arise from within the team.

PRE-COURSE ACTIVITY

In order to get the most useful learning from your time on this course, there are a few tasks we would like to ask you to complete prior to attendance.

- During the course we will look at the different roles that people take on within teams. In preparation for this, we would like to ask you to complete an online questionnaire. This questionnaire is brief and should take you no more than approximately 20 minutes. You will be emailed a link to the questionnaire.

When you have completed the questionnaire, your results will be forwarded to the trainer who will give you an opportunity to discuss them during the course.

- Identify a current or past conflict scenario that has happened within the workplace, this is to help you with the Conflict Handling module. The conflict does not have to have been with you and someone else – it can be, but doesn't have to be. Please make notes on what happened, and be prepared to share this scenario in a small group.

Thank you for spending time in preparation and we hope you find the course beneficial.

WHAT WILL IT COVER?

Induction – The ILM Programme

- Welcome to the ILM programme
- Certification and assignment criteria
- Introduction to report writing

The Art of Effective Leadership

- The difference between leadership and management
- The role of trust and respect in effective team leadership
- Identifying your leadership style

Building a Successful Team

- The key characteristics of groups and teams
- The stages of team development and the practical actions a manager can take
- The dynamics of effective teams
- Team roles
- Building a balanced team to achieve SMART objectives

The Communication Process

- The importance of open communication
- Communication using empathy and building effective relationships in the team
- Keeping your team informed
- Using social/behavioural styles effectively
- Maintaining confidentiality
- The effects of attitudes, perception and cultures on interpretation when communicating in the workplace

Motivating the Team

- Put motivational theory into practice
- Explore key motivators
- Find out what motivates your team

Giving and Receiving Feedback

- The importance of feedback to improve communication and performance
- Feedback techniques to motivate and increase performance
- Inviting and accepting feedback to improve your own performance

Conflict Management

- Identify causes of conflict at work
- Describe the stages in the development of conflict
- Explain the effects of conflict on individual and team performance at work
- Explain a recognised technique to minimise and resolve conflict in the workplace
- Describe how to promote a positive atmosphere in order to minimise the adverse effects of conflict in the workplace

FURTHER COURSES TO CONSIDER

You may also like: Confident Recruitment and Selection Interviewing Techniques

STRUCTURE

Assessment

Each delegate must complete three assignments. These assignments vary in depth and are due to be completed and handed in six weeks after completion of the course. As part of this award you will be offered two hours of tutorial support.

Successful completion of the programme also entitles you to ILM membership. This is a huge

benefit which can provide continued learning, networking opportunities and up-to-date information relevant for today's supervisors and managers.

Free ILM studying membership provides:

- Electronic copy of the ILM magazine
- Online assessment of your team leading skills
- Career development services
- Use of the ILM's resource centre

ACCREDITATION

This course is accredited by ILM.