



# CERTIFICATE IN FIRST LINE MANAGEMENT LEVEL 3



Nationally Recognised  
ILM LEVEL 3  
Qualification for JUST  
£1650 + VAT

Book now to secure a place  
limited availability

**COMMENCES  
5<sup>TH</sup> OCTOBER  
2010**

## DEVELOPING MANAGERS TO ENHANCE BUSINESS PERFORMANCE

This course, which leads to a nationally recognised qualification, aims to give practising and potential managers the foundation for their formal development by assisting delegates to obtain both the knowledge and skills required at a First Line management level. Participants will derive most benefit from the programme if they have some prior experience of management – usually at a First line management level.

- Developing yourself as a First Line Manager
- Workplace Communications
- Influencing at work
- Presentation Skills & Team briefings
- Problem solving & Decision making
- Leading & Motivating others
- High Performance Teams
- Achieving objectives through time management
- Effective delegation
- Managing the employment relationship
- Managing Conflict
- Planning to work efficiently
- Managing costs & Budgets
- Managing Customer service
- Understanding & Planning change



**challenge  
consulting**