



**INSTITUTE OF LEADERSHIP & MANAGEMENT
LEVEL 2 – AWARD IN TEAM LEADING**

An ideal course for those new to a team leader or supervisor role, or for those who are experienced but require to update their skills. The course leads to a nationally recognised qualification from the ILM, and covers the core topics required for effective management of people. The course is delivered in an interactive way with group discussions to ensure relevance to work.

| DAY | TOPIC | SUMMARISED CONTENT |
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| 1 | Introduction + The Role of the Team Leader | <ul style="list-style-type: none"> • Welcome & introductions • Roles, functions and responsibilities of the team leader • Making the transition from friend to supervisor • Seeking and dealing with feedback • Identifying the limits of your responsibility • The team leader's role in relation to organisational policies and procedures • Setting SMART objectives |
| 2 | Communication Skills | <ul style="list-style-type: none"> • Communication modes and methods, the pros and cons • Accuracy, brevity and clarity and the importance of record keeping • Verbal and non verbal communication • Team Briefing skills • Communications Assessment |
| 3 | Managing People | <ul style="list-style-type: none"> • Overview of current legislation relevant to team leaders including duty of care, discipline, grievance and diversity • Clarifying roles and expectations • Giving and receiving feedback • Appraising others • Reflective Review tutorial |
| 4 | Leading & Motivating the Team | <ul style="list-style-type: none"> • Manager or leader or both? • Understanding management styles, when to use them and potential impacts • Getting the best from your team • Motivational drivers in self and others • Delegating and allocating work • Leadership assessment |

Assessment : 1 x reflective review on own performance as a team leader + short answer questions.

**Venue: Challenge Consulting, Challenge Training and Conference Centre
Nottingham Road, Woodborough,
Nottingham, NG14 6EH**

Cost Per Delegate Inclusive of ILM Registration Fees: £550 + VAT