



INSTITUTE OF LEADERSHIP & MANAGEMENT LEVEL 3 – AWARD IN FIRST LINE MANAGEMENT

A 6 day course for supervisors and managers, delivered one day every three weeks, which brings tangible benefits to the participants and to their organisations through applying the concepts to a current work based problem. The course covers key management concepts in a practical manner and includes topical issues such as managing change and giving and receiving feedback. The course is delivered in an interactive way with group discussions to ensure relevance to work.

DAY	TOPIC	SUMMARISED CONTENT
1	Introduction + Developing Yourself and Others	<ul style="list-style-type: none"> • Welcome & introductions • Identifying your own strengths and weaknesses • How to write SMART objectives for yourself and others • Understanding different learning styles and approaches to learning • Identifying, encouraging and supporting development needs in others • Communicating to groups and Professional Presentation Skills
2	Solving Problems + Making and Communicating Decisions to your Team and Individuals	<ul style="list-style-type: none"> • Understanding the key stages in problem solving • Creative thinking techniques and how to identify root causes and multi causes • Techniques to involve others in problem solving • Gathering and interpreting information for decisions • Encouraging and supporting innovation and how to manage risk • Visualising and sharing your ideas including charting and diagramming
3	Planning and Managing Change	<ul style="list-style-type: none"> • Understand the forces for change including continuous improvement and quality issues – including measures of success. • Identifying the culture and climate within your organisation • Preparing and planning change – transformational or incremental? • How people react to change and how to support others • The change process – when and how to involve others.



4	Building Your Team + Giving and Receiving Feedback one to one	<ul style="list-style-type: none"> • Stages in team development – what stage is your team at? • Balancing the needs of the organisation, the team and the individual. • Identifying and removing barriers to effective team working • Managing conflicts in teams. • Planning and conducting one to one meetings and appraisals • Giving praise in the right way and how to provide feedback to bring about improvement in performance. 	
5	Leadership Skills – Encouraging and Inspiring Others through your own behaviour	<ul style="list-style-type: none"> • Are you a manager or a leader – understanding the difference. • What’s your leadership style ? Understanding the messages you give out and when to use different styles according to the situation • How to ensure consistency and fairness • Identifying the qualities of leadership and creating strategies to inspire others • Identifying your own motivational drivers and those within your team members • Creating strategies for increased positivity and motivation. 	
NB/	Hand in of Reports (No Attendance Required)	Reports will be marked before next session and feedback provided in time for any additional work to be undertaken before the final day.	
6	Course Review Assessed Presentations and Personal Development Action Planning	<ul style="list-style-type: none"> • Each delegate to carry out an assessed presentation on Planning and Managing Change or their problem solving project. • Personal Development Action Planning and Course Review 	

Assessment : 2 x assignments + a 10 minute presentation. Assessments must highlight real life issues within the participant’s organisation and represent opportunities for improvement.

Tutorial guidance will be available to delegates in between delivery days via email and telephone or on a one to one appointment basis by arrangement.

PRICE PER DELEGATE = £995.00 + VAT FULLY INCLUSIVE

Venue: Challenge Consulting, Nottingham Road, Woodborough, Nottingham, NG14 6EH