



## INSTITUTE OF LEADERSHIP & MANAGEMENT LEVEL 3 – CERTIFICATE IN LEADERSHIP & MANAGEMENT

A course for supervisors and junior managers which brings tangible benefits to the participants and to their organisations through applying the concepts taught at each stage directly to the work environment. The course is assessed in a practical manner through work based assignments for which tutorial guidance is supplied. The course is delivered in an interactive way to appeal to a variety of learning styles and to encourage participation.

A variety of assessment methods will be used, including a formal presentation, written assignments, professional discussions, and a work based project report designed to bring about tangible improvements within the workplace.

Course days will be interactive and supported by case studies and role plays to bring the input to life.

DAY	TOPIC	SUMMARISED CONTENT	DATE
1	<b>Introduction + The Manager's role in context.</b>	<ul style="list-style-type: none"><li>• Welcome &amp; introductions</li><li>• Recognising the scope of the First Line Manager role</li><li>• The Manager in the organisation – the link to organisational goals and performance</li><li>• Leadership versus management – the difference</li><li>• Identifying your own strengths and weaknesses</li><li>• How to write SMART objectives for yourself and others</li><li>• Learning styles and how to enhance learning opportunities</li></ul>	Tuesday 12 <sup>th</sup> March 2019
2	<b>Solving Problems + Making Decisions</b>	<ul style="list-style-type: none"><li>• Understanding the key stages in problem solving</li><li>• Creative thinking techniques and how to identify root causes and multi causes</li><li>• Techniques to involve others in problem solving</li><li>• Gathering and interpreting information for decisions</li><li>• Visualising and sharing your ideas including charting and diagramming</li><li>• Understanding costs and financial implications in management decisions</li><li>• Formulating cost/benefit analysis to aid decision making</li></ul>	Tuesday 2 <sup>nd</sup> April 2019



<b>3</b> <b>Planning and Managing Change</b>	<ul style="list-style-type: none"> <li>• Understand the forces for change including continuous improvement and quality issues – including measures of success.</li> <li>• Identifying the culture and climate within your organisation</li> <li>• Preparing and planning change – transformational or incremental?</li> <li>• How people react to change and how to support others</li> <li>• Handling conflict and negativity</li> <li>• The change process – communications - when and how to involve others.</li> <li>• Leadership in practice – leading others through change and being a role model</li> </ul>	Tuesday 23 <sup>rd</sup> April 2019
<b>4</b> <b>Tutorial &amp; Briefings / Presentation Skills</b>	<ul style="list-style-type: none"> <li>• Team Briefing skills – good practice in planning, preparing and delivering briefings and presentations.</li> <li>• Identifying your presentation style and how to adapt this to enhance impact and reinforce your message</li> <li>• Verbal &amp; Non-verbal communications.</li> <li>• Tutorial support &amp; guidance</li> </ul>	Tuesday 21 <sup>st</sup> May 2019
<b>5</b> <b>Getting the best from others</b>	<ul style="list-style-type: none"> <li>• Identifying your own motivational drivers and those within your team members</li> <li>• Creating strategies for increased positivity and motivation.</li> <li>• Managing Performance – setting goals and giving and receiving feedback</li> <li>• Corrective Actions – how to encourage and plan for enhanced performance</li> <li>• Capability or disciplinary – understanding the difference</li> <li>• Employment law considerations</li> </ul>	Tuesday 11 <sup>th</sup> June 2019
<b>6</b> <b>Presentations on work based project</b>	<ul style="list-style-type: none"> <li>• Each delegate to carry out an assessed reflective presentation to include :               <ul style="list-style-type: none"> <li>○ A summary of their problem solving report</li> <li>○ Questions and answers from the audience / tutors</li> <li>○ Action Learning sets on implementation plans</li> </ul> </li> </ul>	Tuesday 2 <sup>nd</sup> July 2019



7	<b>Managing &amp; Implementing Projects &amp; Personal Development</b>	<ul style="list-style-type: none"> <li>• Clarifying and communicating the scope of a project (including success criteria).</li> <li>• Monitoring, controlling and reviewing projects – techniques and examples to help</li> <li>• Reporting methods and their advantages and disadvantages (RAG rating systems, exception reporting etc).</li> <li>• Identifying and planning key milestones and review periods</li> <li>• Analysing data and conducting review meetings</li> <li>• Personal Development Planning and Course Review.</li> </ul>	Tuesday 23 <sup>rd</sup> July 2019
8	<b>Developing and maintaining effective teams</b>	<ul style="list-style-type: none"> <li>• Individuals and teams and how to established shared understanding and a one team approach</li> <li>• Working with others in teams, understanding the importance of internal service guarantees and how they impact on external customers and partners.</li> <li>• Team roles and personalities and how to ensure consistency</li> <li>• Communicating in teams and how to manage team members remotely.</li> </ul>	Tuesday 3 <sup>rd</sup> September 2019
9	<b>Influencing and Communications to encourage a culture of innovation</b>	<ul style="list-style-type: none"> <li>• What's your communication style? - how to get the best from it.</li> <li>• Identifying stakeholders and powerful influencers in your network</li> <li>• Culture and the link to ethics, values and beliefs</li> <li>• The leadership role in creating and supporting an innovation</li> <li>• Action learning sets and how these can be used to encourage and shape innovation and harness ideas</li> <li>• Good and poor practice in communications, using examples from the workplace</li> <li>• How to say no in the right way to maintain the relationship.</li> <li>• Role plays and personal development planning</li> </ul>	Tuesday 24 <sup>th</sup> September 2019

***Tutorial guidance will be available to delegates in between delivery days***

**Venue: Challenge Consulting, Nottingham Road, Woodborough, Nottingham, NG14 6EH**  
**Price per delegate : £1,395 + VAT**