



INSTITUTE OF LEADERSHIP & MANAGEMENT LEVEL 2 AWARD IN LEADERSHIP & TEAM SKILLS 4 DAYS

Who is the course for:

Those who are required to supervise others as part of their role, and where they are accountable for the outputs and results of a small team. The course would be suitable for established team leaders who wish to check their approaches and refresh their knowledge and skills, those new to; or aspiring to become team leaders. The course does not have any entry requirements, however participants must be either practising or potential team leaders in order to be able to gain the most from the course in terms of applying the learning and obtaining feedback for development purposes.

By the end of the course participants will:

- Have a better understanding of the knowledge, skills and behaviours to perform well within a team leader role including the difference between authority and accountability.
- Be more competent and confident when managing small teams of people within the workplace
- Have learned techniques to enhance performance of individuals and teams through motivation, delegation and allocation of work.
- Be able to communicate more effectively to individuals and teams including briefing others and giving feedback in the right way.
- Know how to deal with a range of challenging situations in an appropriate manner including giving feedback to others.

Why choose Challenge:

Four contact days plus support throughout your learning journey ensures you maintain momentum on the course with opportunity to meet other participants and hone your skills.

- Like minded participants all of whom are sponsored by their organisation ensures you will have the opportunity to build your network and share and compare against best practice.
- Direct claim status from ILM for level 2 to level 7. Awarded only to those centres who have demonstrated consistently high standards in design, delivery and assessment over a number of years.
- Challenge has been the largest centre for ILM qualifications in the East Midlands since 2013, registering more delegates onto ILM programmes than any other centre. We are an approved supplier of ILM programmes for many large organisations who nominate staff members to access our training programmes year on year.
- A course tutor is available to contact between delivery days to help with any aspect of the course content or assessment.

DAY	TOPIC	SUMMARISED CONTENT
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, when to use each to best effect. • Structuring written communications and what to record, when and how inc GDPR • Verbal and non verbal communication – what signals do you give out? • Team briefing skills – how to structure and deliver clear messages to groups.
3	Leading and 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
4	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 and appraising performance of others • Reflective Review tutorial and development planning

Assessment:

1. Written reflective review and development plan based on feedback from the organisation
2. Short answer questions on communications in the workplace

Tutorial guidance will be available to delegates in between delivery days

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

Price per delegate: £650 + VAT