



INSTITUTE OF LEADERSHIP & MANAGEMENT LEVEL 3 CERTIFICATE IN LEADERSHIP & MANAGEMENT 9 DAYS

Who is the course for:

Those who manage or aspire to manage multi discipline teams; those who are required to manage cross-functionally or rely on others to bring about results. It contains all of the key components to increase confidence with a leadership role within an organisation, including how to analyse and solve complex problems to bring about improvements which provide tangible benefits to the business.

By the end of the course participants will:

Have a better understanding of their own strengths and areas for development within their work role.

- Recognise their own leadership style and know when and how to adapt this according different situations to maximise results.
- Know how to manage innovation and change within the organisation, encouraging a culture of continuous improvement.
- Have learned a range of techniques to analyse, evaluate and communicate problems which in the workplace, engaging others towards successful improvements.
- Know how to plan, monitor and control projects and write effective implementation plans including contingency planning and managing risk
- Be able to effectively communicate plans to others through presenting their ideas in a logical and persuasive manner.

Why choose Challenge:

Nine 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 Manager's role in context.	<ul style="list-style-type: none"> • Welcome & introductions • Recognising the scope of the First Line Manager role • The Manager in the organisation – the link to organisational goals and performance • Leadership versus management – the difference • Identifying your own strengths and weaknesses • How to write SMART objectives for yourself and others • Learning styles and how to enhance learning opportunities
2	Solving Problems + Making Decisions	<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 • Understanding costs and financial implications in management decisions • Formulating cost/benefit analysis to aid decision making
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 • Handling conflict and negativity • The change process – communications - when and how to involve others. • Leadership in practice – leading others through change and being a role model

4	Tutorial & Briefings / Presentation Skills	<ul style="list-style-type: none"> • Team Briefing skills – good practice in planning, preparing and delivering briefings and presentations. • Identifying your presentation style and how to adapt this to enhance impact and reinforce your message • Verbal & Non-verbal communications. • Tutorial support & guidance
5	Getting the best from others	<ul style="list-style-type: none"> • Identifying your own motivational drivers and those within your team members • Team working and motivation • Creating strategies for increased positivity and motivation. • Managing Performance – setting goals and giving and receiving feedback • Corrective Actions – how to encourage and plan for enhanced performance • Capability or disciplinary – understanding the difference • Employment law considerations
6	Course Review Assessed Presentations and Personal Development Action Planning	<ul style="list-style-type: none"> • Each delegate to carry out an assessed reflective presentation to include : <ul style="list-style-type: none"> ○ A summary of their problem solving report ○ Their journey through the course – practical application ○ Future development needs • Course Review & Close
7	Managing & Implementing Projects & Personal Development	<ul style="list-style-type: none"> • Clarifying and communicating the scope of a project (including success criteria). • Monitoring, controlling and reviewing projects – techniques and examples to help • Reporting methods and their advantages and disadvantages (RAG rating systems, exception reporting etc). • Identifying and planning key milestones and review periods • Analysing data and conducting review meetings • Personal Development Planning and Course Review.
8	Developing and maintaining effective teams	<ul style="list-style-type: none"> • Individuals and teams and how to established shared understanding and a one team approach • Working with others in teams, understanding the importance of internal service guarantees and how they impact on external customers and partners. • Team roles and personalities and how to ensure consistency • Communicating in teams and how to manage team members remotely.

9	Influencing and Communications to encourage a culture of innovation	<ul style="list-style-type: none"> • What's your communication style? - how to get the best from it. • Identifying stakeholders and powerful influencers in your network • Culture and the link to ethics, values and beliefs • The leadership role in creating and supporting an innovation • Action learning sets and how these can be used to encourage and shape innovation and harness ideas • Good and poor practice in communications, using examples from the workplace • How to say no in the right way to maintain the relationship. • Role plays and personal development planning
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Assessment:

1. Three written assessed pieces (some of which are done during the course day)
2. Problem Solving report based on an area within your work
3. Assessed presentation on problem solving report
4. Professional discussion

Please note that delegates will require access to information from their organisation in order to support their recommendations for their suggested workplace improvement.

Tutorial guidance will be available to delegates in between delivery days
Venue: Challenge Consulting, Nottingham Road, Woodborough, Nottingham, NG14 6EH
Price per delegate: £1395 + VAT