

ILM Level 3 in Leadership and Management

This course provides supervisors and new front-line managers a platform on which to build their leadership and management skills. Building their confidence and developing their skills and knowledge to effectively perform their role. It identifies best practice and explores what is expected of a supervisor/manager from an organisation's perspective and from the perspective of the people they manage and lead.

The three workshops include a practical toolkit of supervisory skills, which can be taken back to the workplace and put into immediate effect. Completing the assignments helps to develop a deeper understanding and personal application of the areas covered.

Module Content

1. Understanding your Role

- The role of a supervisor/manager
- Developing the key skills of a supervisor/manager
- Effective communication
 - Listening
 - Questioning
 - Reframing
- Supervisory/management styles

2. Effective Team Working

- What makes an effective team
- How do we build a team
- Team synergy
- Running team meetings
- Role of a leader in a team
- Developing a motivated team
- Reviewing team performance

3. Performance Management

- Performance standards
- Goals and objective setting
- SMART objectives
- Monitoring performance
- One-to-one meetings and giving/receiving feedback
- Having difficult conversations

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Assignment Learning Outcomes

Assignment 1 - Leading and motivating a team effectively

1. Know how to communicate the organisation's vision and strategy to the team
2. Know the value of good communication in teams
3. Understand the role that leaders play in team performance
4. Know how to motivate and develop the team

Assignment 2 - Understanding performance management

1. Understand the value of assessing performance to meet organisational and individual needs
2. Know how to manage performance of individuals in the team
3. Understand the value of feedback in the workplace
4. Know how to manage underperformance in the workplace

How your development is supported

Workshop 1	Understanding your Role	Full day - 7 hour Zoom workshop
Workshop 2	Effective Team working	Full day - 7 hour Zoom workshop
Workshop 3	Performance Management	Full day - 7 hour Zoom workshop

The workshops are group sessions carried out on set days, approximately 4 weeks apart.

Cost

£825 + VAT per person

Charity rate £655 + VAT

This includes three workshops and the ILM Level 3 Award qualification.

The ILM qualification includes:

- ILM registration
- ILM certification
- study membership with The Institute of Leadership & Management
- assignment support and marking of two assignments