

# The ILM Level 2 Award in Team Leading

3 Days IL

## OVERVIEW

Why not encourage your people to gain a professional qualification?! ILM Level 2 Award is the UK's premier award for the new team leader or supervisor.

The course covers all the key skills and techniques participants require to be successful team leaders. The training is practical and will give them a toolkit of resources to use in the workplace. The course also offers them the opportunity to work and discuss work issues with other team leaders.

### Structure

Upon successful completion of the three day programme and its eight units, participants will be awarded the ILM Level 2 Award in Team Leading.

## DESIGNED FOR

This programme is ideal for candidates who are new team leaders or supervisors seeking a professional qualification.

If your participants already have some experience as a team leader then you may wish to consider The ILM Level 3 Award in First Line Management.

## LEARNING OUTCOMES

By the end of this course participants will be able to:

- Understand their role as a team leader.
- Plan and prioritise the team's workload using goal planning effective scheduling and key skills for managing information.
- Apply a range of effective communication skills to overcome barriers in a variety of workplace situations.
- Motivate their team to achieve business objectives by providing effective recognition and constructive feedback.
- Employ appropriate coaching techniques to build confidence, develop potential and avoid failure.
- Recognise workplace problems and their effect, identify causes, generate solutions and involve the team in implementing appropriate actions.

## TOPICS COVERED

### Induction

- Contents of the programme and how the certification programme will be run
- How the assessment will be conducted

### The Role of the Team Leader

- The various roles, functions and responsibilities of a team leader – depending on the workplace
- Limits of authority and accountability and how these are defined
- The importance of respect and trust and how to establish and maintain these
- Range of leadership styles and their application in various situations
- Identify your areas of strength and possible improvement

### Planning and Organising the Team's Work

- Setting work targets to meet customers' specifications and organisational requirements
- Types of quality standards and their purpose
- Ways to ensure team members understand monitoring systems
- Taking remedial / corrective action
- Working according to organisations' policies, procedures and priorities
- The importance of knowing individual team members' strengths
- Simple techniques for scheduling work - e.g. rotas/shifts
- Effective methods of communication to give instructions and achieve performance standards

### Effective Communications

- Stages in the communication process
- Barriers to communication and how to overcome them
- Different ways to communicate and their relative advantages and disadvantages
- Planning and preparation for briefings
- Promoting and handling questions
- Reporting back to management

### Motivating the Team

- Simple motivation models at work
- Blending personal objectives with organisational objectives
- Using rewards (behavioural) and positive feedback to optimise performance
- Ensure team members understand what is required of them

### Coaching

- The session is designed to cover the following content:
- Difference between coaching and training and when each is appropriate
- Coaching techniques to build confidence and ownership in the workplace
- Techniques for stretching individuals to fulfil their potential
- Methods to avoid and overcome failure
- Use of constructive feedback and techniques to promote positive attitude

### Assessment

- Reflective review

## EXTRA NOTES

*Further Development:*

*Conducting Successful Appraisals & Reviews (APC1)*