

# The ILM Level 3 Award in First Line Management

5 Days ILM

## OVERVIEW

This intensive and practical course focuses on providing supervisors and first line managers with a recognised qualification whilst sharing insight and learning on the fundamentals of management.

Awarded by the Institute of Leadership and Management, The Level 3 Award in First Line Management provides supervisors and first line managers with a recognised qualification that focuses on the core skills required for the new manager. The course, which is accredited by the ILM, can generate significant payback for you as an employer in terms of cost savings and quality improvements in your workplace. The course provides a toolkit of techniques to apply upon return to the workplace.

In addition each delegate will receive one-to-one trainer feedback on the course, to help them plan how they will apply their learning back in the work-place.

### Structure

In addition to the five days spent on the course, there will be 4 evening assignments of approximately 20 minutes in duration and a final written assignment following the course itself.

## DESIGNED FOR

Suitable for those who are likely to become first line managers (team leaders or supervisors) or who are already in the role but have had little or no formal training.

## TOPICS COVERED

### Induction - The ILM Programme

- Welcome to the ILM programme
- Certification and assignment criteria
- Introduction to report writing
- Introduction to presentation skills

### The Art of Effective Leadership

- The difference between leadership and management
- The role of trust and respect in effective team leadership
- Identifying your leadership style

### Building a Successful Team

- The key characteristics of groups and teams
- The stages of team development and the practical actions a manager can take
- The dynamics of effective teams
- Team roles
- Building a balanced team to achieve SMART objectives

### The Communication Process

- The importance of open communication
- Communication using empathy and building effective relationships in the team
- Keeping your team informed
- Using social/behavioural styles effectively
- Maintaining confidentiality
- The effects of attitudes, perception and cultures on interpretation when communicating in the workplace

### Motivation to Perform

- The purpose and benefits of appraisals and performance reviews
- Roles and responsibilities of individuals in appraisals and performance reviews
- Conducting the appraisal interview
- Providing feedback and motivation during performance reviews
- Monitoring performance throughout the year

### Motivating to Achieve Results

- Identifying what motivates people at work
- The use of feedback to motivate team members
- Recognising de-motivation and taking appropriate action
- Positive approaches to offset negative attitudes at work
- Motivating people through delegation

### Giving and Receiving feedback

- The importance of feedback to improve communication and performance
- Feedback techniques to motivate and increase performance
- Inviting and accepting feedback to improve your own performance

### Using Information to Make Decisions

- The importance of adequate and relevant information for effective decision making
- Using decision making models to aid problem solving at work
- How to gather data

### Problem Solving Skills

- Recognising the existence, nature and scope of the problem
- Methods to analyse and evaluate problems
- Presenting your case - providing facts and evidence
- Brainstorming and creative thinking techniques
- Calculate and use simple summary statistics
- How to evaluate options
- Effective decision making
- Evaluate outcomes of problem solving activities
- Handling people problems