

ILM Level 3 Award in First Line Management in partnership with Central Bedfordshire



Overview

This is a practical five day programme run over five weeks that provides a highly practical view on first line management and offers tools, tips and techniques to potential and / or practising managers to be. It is particularly effective in the current economic climate.

This programme may, if desired, gain participants a formal qualification from the Institute of Leadership and Management (ILM) in the form of a Level 3 Award in First Line Management

Who Should Attend?

The ILM Level 3 Award in First Line Management aims to give practising or potential first line managers the foundation to their formal development in this role. The qualification does this by developing basic management skills and assisting participants in gaining the basic knowledge required at this level.

DURATION

5 Days

QUALIFICATION

Optional ILM
Level 3 Award
in First Line
Management

Programme Content

- Problem solving and decision making
- Introduction to leadership / building the team
- Managing change
- Project management
- Developing yourself and others

Course Content

By the end of the programme participants will:

- Know how to describe a problem, it's nature, scope and impact
- Know how to gather and interpret information to solve a problem
- Know how to plan the implementation and communication of decisions
- Understand change in an organisation
- Understand the effects of change on people and finance in an organisation
- Understand what motivates people
- Identify techniques for the effective management of change within the team
- Understand leadership styles
- Understand leadership qualities and review own leadership qualities and potential
- Understand how to develop and maintain trust at work
- Know how to manage a simple workplace project
- Understand the costs and benefits resulting from a workplace project
- Know how to identify development needs and develop self and others to achieve organisational objectives

Course Content

This is a five day training programme for inspiring and First Line Managers in the education sector.

Delivered in partnership with Central Bedford Council

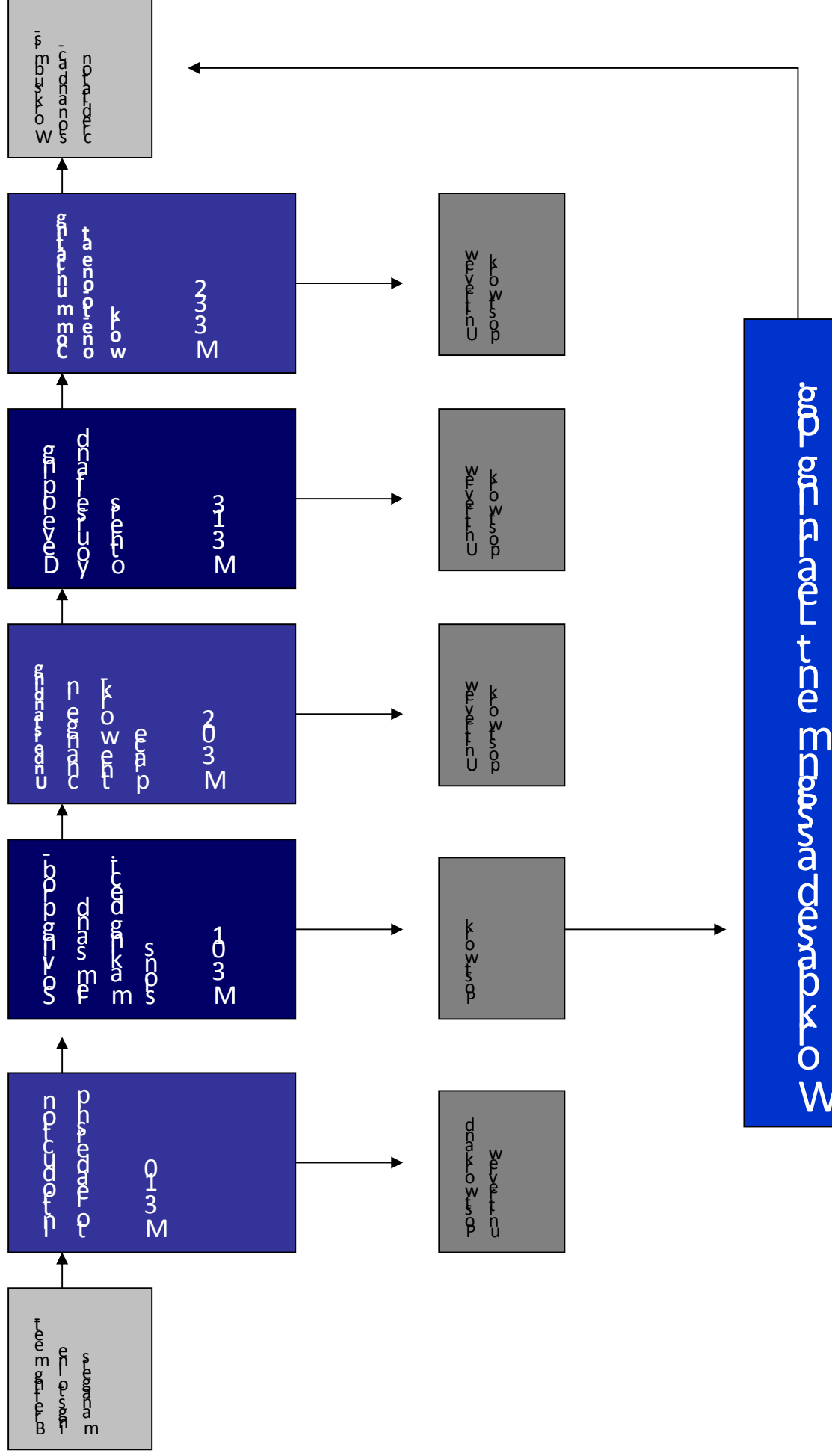
This course is accredited by the Institute of Leadership & Management (ILM) and seeks to

To reserve a place call Katy or email ilm@projss.co.uk

Dates: 7th, 28th Feb, 20th March, 2nd April, 22nd May

Cost Per person £850 plus VAT

ILM Level 3 Award In First Line Management



Title:	Introduction to leadership		Unit Ref:	M3.10
Level:	3	QCF unit code	F/501/3804	
Credit value:	2	Guided learning hours	6	
Learning outcomes The learner will	Assessment criteria The learner can (in an organisation with which they are familiar)			
Understand leadership styles	1.1	Identify the factors that will influence their choice of leadership styles or behaviours in workplace situations		
	1.2	Explain why these leadership styles or behaviours are likely to have a positive effect on individual and group behaviour		
Understand leadership qualities and review own leadership qualities and potential	2.1	Assess own leadership behaviours and potential in the context of a particular leadership model and own organisation's working practices and culture, using feedback from others		
	2.2	Describe appropriate actions to enhance own leadership behaviour in the context of the particular leadership model		
Additional information about the unit				
Links to 2004 NOS: B6				
Unit aim(s) : To develop an introductory knowledge and understanding of leadership as required by a practising or potential first line manager				
	Indicative content:			
1	<p>The qualities of leadership</p> <p>The leader – roles and responsibilities</p> <p>Differences and similarities between leadership and management, and the need for each of them</p> <p>Range of at least three leadership models (such as trait, contingency, situational, distributive, servant oblique leader, transactional/transformational) and their significance for task performance, culture and relationships</p> <p>Leadership behaviours and the sources of power</p>			
2	<p>Identification, development and appropriate choice of personal leadership styles and behaviours</p> <p>The role of trust and respect in effective team leadership</p> <p>Supervised practice or simulation to develop the ability to apply knowledge and skills</p>			

Title:	Solving problems and making decisions		Unit Ref:	M3.01
Level:	3	QCF unit code	K/501/3795	
Credit value:	2	Guided learning hours	11	
Learning outcomes The learner will	Assessment criteria The learner can (in an organisation with which they are familiar)			
Know how to describe a problem, its nature, scope and impact	1.1	Describe a problem, its nature scope and impact		
Know how to gather and interpret information to solve a problem	2.1	Gather and interpret information to identify possible solutions to a problem		
Know how to solve a problem	3.1	Briefly summarise the options, providing facts and evidence, not just opinion		
	3.2	Use at least <u>one</u> simple decision making technique to evaluate options to arrive at the best solution		
Know how to plan the implementation and communication of decisions	4.1	Plan the implementation and communication of the decision		
	4.2	Briefly discuss which monitoring and review techniques could be used to evaluate outcomes		
Additional information about the unit				
Links to 2004 NOS: C2; C5; C6; F6				
Unit aim(s) : To develop knowledge and understanding of solving problems and making decisions as required by a practising or potential first line manager				
	Indicative content:			
1	Simple ways to recognise, investigate and analyse problems Objective setting in relation to problem Brainstorming and creative thinking techniques			
2	Difference between data and information How to calculate and use simple averages and basic summary statistics How to prepare and use grouped data and tables Interpretation of charts and diagrams Methods of indexing, referencing and structuring qualitative information			
3	How to evaluate options The importance of adequate and relevant information for effective decision-making Identification of what information is relevant to specific decisions Simple decision making techniques			
4	Planning (actions, time-scales, resources etc) Effective presentation of a case – ie, providing facts and evidence, not just opinion Monitoring and review techniques to evaluate outcomes of problem solving activities			

Title:	Understanding change in the workplace		Unit Ref:	M3.02
Level:	3	QCF unit code	M/501/3796	
Credit value:	2	Guided learning hours	11	
Learning outcomes The learner will	Assessment criteria The learner can (in an organisation with which they are familiar)			
1 Understand change in an organisation	1.1	Explain the benefits of innovation and change for the organisation		
	1.2	Identify the barriers to change and innovation in the workplace and explain practical ways of overcoming these barriers		
	1.3	Explain why communication is important in successful implementation of change		
2 Understand the effects of change on people and finance in an organisation	2.1	Explain possible human and financial effects of change upon people, departments and the organisation		
Additional information about the unit				
Links to 2004 NOS: C5				
Unit aim (s) : To develop knowledge and understanding of Understanding Change as required by a practising or potential first line manager				
	Indicative content:			
1	<p>The benefits of change and the consequences of not changing The role of change in the survival and prosperity of organisations Concepts of creativity and innovation and their significance for organisational success and change management The role of communication in successful implementation of change Barriers to change and innovation – how to identify them and other difficulties in implementing change Means of overcoming barriers and difficulties including unfreezing and freezing techniques Methods to monitor and control progress of change against plan, including use of Gantt charts, network planning</p>			
2	<p>Change fatigue and its adverse effects Ways to organise and co-ordinate resources and activities to achieve planned change Simple introduction to the difference between fixed and variable costs Direct and indirect aspects of change – human and financial effects upon other people, departments and organisations</p>			

Title:	Developing yourself and others		Unit Ref:	M3.13
Level:	3	QCF unit code	R/501/3807	
Credit Value	2	Guided learning hours:	11	
Learning outcomes the learner <u>will</u>	Assessment criteria The learner <u>can</u> (in an organisation with which they are familiar)			
1. Know how to identify development needs and develop self and others to achieve organisational objectives	1.1	Use at least one simple technique for identifying own development needs and the development needs of one other member of the team		
	1.2	Identify own learning style(s) and the learning style(s) of one other member of the team		
	1.3	Briefly analyse two learning/development options to meet the need(s) of self and one other member of the team		
	1.4	Identify barriers to learning and explain how these barriers can be overcome		
	1.5	Identify support mechanisms for the development of self and one other member of the team		
	1.6	Describe methods used to monitor the development of self and one other member of the team		
Additional information about the unit				
Links to 2004 NOS: A2; C6; D7				
Unit aim(s)				
To develop knowledge and understanding of developing self and others as required by a practising or potential first line manager				
	Indicative content:			
1	<ul style="list-style-type: none"> • Use of job description, matching own CV • Personal SWOT analysis • Organisation's objectives and development plans and significance for own development • Obtaining feedback on performance from line managers and colleagues • Simple training needs analysis - using outcomes of SWOT and PESTLE analyses • Identification of preferred learning styles • The importance of taking responsibility for own personal development • Value of learning and the importance of encouraging a commitment to learning • Identification of potential development opportunities • Barriers to learning, and methods to overcome them • Development plans including timescale and resource implications • Available support mechanisms • How to compile learning logs and record of activities • Methods to plan and monitor learning • Methods to review and evaluate progress • How to revise development plans 			

Title:	Understanding the communication process in the workplace		Unit Ref:	M3.30
Level:	3	QCF unit code	Y/501/3825	
Credit Value	1	Guided learning hours:	6	
Learning outcomes the learner <u>will</u>	Assessment criteria The learner <u>can</u> (in an organisation with which they are familiar)			
1. Understand the communication process and relevant communication media	1.1 1.2 1.3 1.4 1.5	Outline the stages in the communication process Identify two possible barriers to communication in the workplace and describe how each barrier could be overcome Name two different types of communication that could ensure effective communication in the workplace and identify an advantage and a disadvantage of each Explain how non-verbal communications can influence the receiver Briefly explain how to use feedback to check the effectiveness of communication		
2. Know how to increase information awareness in the workplace	2.1	Explain how they could increase information awareness in own workplace		
Additional information about the unit				
Links to 2004 NOS: C2				
Unit aim(s)				
To develop knowledge and understanding of the communication process as required by a practising or potential first line manager				
	Indicative content:			
1	<ul style="list-style-type: none"> The importance of effective communication at work and the effects of poor communication The stages in communication: sender -encoding – transmission – decoding - receiver Possible barriers to communication and methods to overcome them Ways to ensure effective communication in the workplace Different types of communication including oral, written, visual, and electronic and their relative advantages and disadvantages Techniques of face-to-face and indirect communication, and when each is appropriate How to use feedback to check effectiveness of communication 			
2	<ul style="list-style-type: none"> The five human senses, and how to use them effectively in the workplace Active listening skills Focused and wide angle observation for data gathering in the workplace Perception and its effects on the interpretation of data Significance of non-verbal communication and body language 			