

ILM Level 3 First Line Management Open Programme



Overview

A five day programme run over eight 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 effective particularly in the current economic climate. This programme may if desired gain participants a formal qualification from the Institute of Leadership and Management.

Who Should Attend?

The ILM Level 3 Award in First Line Management aims to give practicing or potential first line managers the foundation for their formal development in this role. The qualification does this by developing basic management skills and assisting participants in gaining the basic knowledge required by a manager. This qualification builds on the ILM Level 3 Award in First Line Management, and broadens the skills and knowledge in a flexible and practical way.

DURATION

5 Days

COST

£850 + VAT

QUALIFICATION

ILM First Line
Management
Award

Programme Content

Day 1	Introduction to Leadership / Building the Team
Day 2	Managing Change, Problem Solving and Decision Making
Day 3	Understanding Change in the Workplace
Day 4	Achieving Objectives through Time Management
Day 5	Organising and Delegating

Learner Outcomes

By the end of the programme participants will be able to:

- Understand leadership styles
- Understand leadership qualities and review own leadership qualities and potential
- Understand change in an organisation
- Understand the effects of change on people and finance in an organisation
- Understand what motivates people
- Know how to describe a problems, it's nature, scope and impact
- Know how to gather and interpret information to solve a problem
- Know how to solve a problem
- Know how to plan the implementation and communication of decisions
- Know how to use effective time management to prioritise and achieve objectives
- Know how to organise people to achieve objectives
- Understand the importance of efficiency and effectiveness to achieve objectives

Delivery Options

This course will be held in Benfleet, Essex

Dates

21st February, 7th and 21st March, 17th April and 2nd May



For further information please call us on 0845 1307411

All course information & picture in this brochure are accurate at the time of publication and should be used for guidance purposes. Course content is general and actual course content varies at each centre.



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Programme Outline

Day 1 **Introduction to Leadership / Building the Team**

- Introductions, administration and course objectives
- The qualities of leadership
- Differences and similarities between leadership and management and the need for each of them
- Range of at least three leadership models (such as trait, contingency, situational, disruptive, servant oblique leader transaction/transformational) and their significance for task performance, culture and relationships
- Leadership behaviours and the sources of power
- Identification, development and appropriate choice of personal leadership styles and behaviours
- The role of trust and respect in effective team leadership
- Supervised practice or simulation to develop ability knowledge and skills

Day 2 **Managing Change, Problem Solving and Decision Making**

- Simple ways to recognise, investigate and analyse problems
- Objective setting in relation to the problem
- Brainstorming and creative thinking techniques
- Difference between data and information
- How to calculate and use simple averages and basic summary statistics
- How to prepare and use grouped data tables
- Interpretation of charts and diagrams
- Methods of indexing, referencing and structuring qualitative information

Day 3 **Understanding Change in the Workplace**

- 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 barrier and difficulties including unfreezing and freezing techniques
- Methods to monitor and control progress of change against plan, including use of Gantt charts, network planning
- Change fatigue and it's adverse effects
- Ways to organise and coordinate 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



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Programme Outline

Day 4 **Achieving Objectives through Time Management**

- How to set SMART objectives
- Setting priorities to achieve objectives
- Urgency vs importance when prioritising
- Negotiating techniques
- Time logs
- Constraining or limiting factors
- Application of simple planning and monitoring techniques
- Methods to measure achievement of objectives

Day 5 **Organising and Delegating**

- The importance of planning the team's work to achieve objectives
- Techniques for deciding the most appropriate individual to undertake the activity
- The importance of making effective and efficient use of people's knowledge and skills, and how to achieve this
- Outline of the principles of human resource planning to assure continuity of output and quality
- Definitions of authority and power; responsibility and accountability
- Concepts of delegation and empowerment
- Process of delegation including barriers and support mechanisms
- Techniques to monitor outcomes of delegation
- Feedback, recognition and reward techniques



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