



Team Leading for FMs

Leading to the 'ILM Level 2 Award in Leadership and Team Skills'- nationally recognised qualification.

3-day course

Aim

Arriving in the role of team leader, supervisor or manager is often the result and reward for past endeavours. It is unusual for people to become team leaders because they have been 'spotted' as talented managers of others. But, whatever the reason, it is more than just the right to a title and a pay increase.

Suspended in the 'no-man's-land' between top-down and bottom-up pressures, it is difficult to successfully migrate into this important role without appropriate training, and without the benefits of discovering their identity in a positive and structured way.

Team Leading for FMs is designed specifically for that purpose. It aims to help people communicate at all levels, boosting their confidence to maintain control, and yet sustain good relations. It helps people manage themselves, and become leaders of others. It encourages a spirit of creativity and continuous improvement.

Objectives

- Short-term planning - Helping team leaders think ahead
- Time Management - Getting the most from the working day
- Organising - Deciding who does what and how well it needs to be done
- Innovation - For continuous improvement by getting the team involved
- Delegation - Shifting responsibility to those capable of doing the work
- Handling difficult people - Confront your trouble makers
- Decision making - Helping team members make the right decisions
- Communication - Keeping everybody informed and the ideas flowing
- Consensus reaching - Discussion, patience and careful listening
- Performance review - Reviewing staff performance in a motivating way

Programme

DAY ONE

- | | |
|-------------|--|
| 9:00 | Course Registration |
| 9:15 | Introduction & agenda |
| 9:30 | Induction
Outline of ILM qualifications
Aims of team leader development
Expectations & benefits |

Programme format

- 10:45** **Tea & coffee**
- 11:00** **The assessment process**
Roles & responsibilities
Learning & study skills
The role of a team leader
- 12:45** **Lunch**
- 13:30** **Developing yourself**
Organising yourself
Goals & Standards
- 15:30** **Tea & coffee**
- 15:50** **Dealing with problems**
Valuing diversity
Handling difficult people
Dealing with conflict
- 16:50** **Summary & Conclusions**
- 17:00** **Close**
- 18.30** **Dinner for residential delegates**

DAY TWO

- 9:00** **Course Registration**
- 9:15** **Review of Day 1**
- 9:30** **Planning & organizing the team's work**
Identifying & reducing risks to health and safety
Using resources efficiently
Risk
- 10:45** **Tea & coffee**
- 11:00** **Monitoring the team's work**
Time management
Fulfilling customer requirements
- 12:45** **Lunch**
- 13:30** **Team structures**
Consensus & a positive work environment
Motivating the team
- 15:30** **Tea & coffee**
- 15:50** **Developing the team**
Coaching
- 16:50** **Summary & Conclusions**

17:00 Close
18.30 Dinner for residential delegates

DAY THREE

9:00 Course Registration
9:15 Recap of day 2
9:30 Effective communication
Briefing the team
10:45 Tea & coffee
11:00 Using information for action
Working with people outside the team
Self managed teams
12:45 Lunch
13:30 Programme review
National standard knowledge assessment
Focus on the future
15:30 Tea & coffee
15:50 Summary of course
Action points
16:50 Close

ILM Level 2 Award in Leadership and Team Skills



This course is accredited by ILM and leads to a nationally recognised qualification.

Successful completion of reflective reviews throughout the course, and one work based assignment after the course, qualifies delegates for the 'ILM Level 2 Award in Leadership and Team Skills'.

How do I book?

Telephone: 020 7248 5942

Email: info@quadrilect.co.uk

Website: www.quadrilect.com