



Management Development

Leading to 'ILM Level 3 Award in Leadership & Management' – nationally recognised qualification

5-day course

Aim

Our 5-day management course (1 day a week over 5 weeks) is accredited by ILM and with successful completion of reflective reviews throughout the course, and one work-based assignment after the course; it leads to the nationally recognised ILM 'ILM Level 3 Award in Leadership & Management' qualification.

This qualification aims to give practising or potential first line managers a basis for their formal development. The programme does this by working on foundational management skills and assisting participants in gaining rudimentary knowledge at this level.

Interviews with successful business leaders on both sides of the Atlantic recently identified the top three leadership competencies:

1. Ability to inspire trust and motivation
2. Visioning
3. Ability, willingness and self-discipline to listen

Better-informed customers, amongst other things, create increasing demands on you and your time. Add day-to-day pressures, and it seems like you're working longer hours and getting nowhere.

Allow us 5 days and we'll help you find the right balance between planning, organising, energising and monitoring. Join our highly participative and enjoyable programme, practice the techniques and you'll be:

- Setting goals
- Developing short and long-range action plans
- Giving clear directions about who is to do which task, and to what standard
- Listening to others to solve problems

As well as exploring varied, yet inter-related topics, there are exercises, discussions, even time to reflect, and practice techniques in a 'safe' setting. Work based assignments give you an opportunity to apply those techniques in your own working environment. This means you learn from experience, and can share those experiences with fellow delegates.

By no means definitive, the following descriptions characterise a few typical activities and responsibilities of the first line manager (a more detailed explanation of the role is covered during the induction module):

- May engage in some of the tasks performed by their fellow team members, but this is not their primary function.

- Are practising managers who engage more extensively in managerial tasks in which other team members do not engage.
- Have to make decisions which have some resource implications
- Plan work looking several weeks or months ahead.

The qualification comprises 34-guided learning hours and is delivered over five days, one day a week over five weeks.

Contents include both mandatory and optional units that have been pre-selected by radius/Quadrilect to form a consistent and practical course that exceeds the minimum credits required for this qualification. They include:

- Induction
- Solving problems
- Making decisions
- Managing creativity
- Innovation in the work place
- Building the team
- Managing conflict
- Organising
- Delegating
- Communication process

Each of the above subjects include smaller related topics and are covered in a variety of ways to engage and appeal to different learning preferences using practical exercises, theoretical insight, reflective study and activity based learning. Your facilitator will blend presentation skills, coaching techniques and discovery learning for a complete learning experience.

Programme Outcomes

- 1 A Working Plan – describing the future of the facility you manage with clear personal priorities
- 2 A business Improvement /development Project – which at least identifies tangible results
- 3 Agreed Assignments – personal action points in three critical areas

Course Timings (each day)

09:00	Course Registration
09:15	Introduction & agenda
10:45	Tea & coffee
12:45	Lunch
15:30	Tea & coffee
17:00	Close

How do I book?

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