

ILM Level 3 Certificate in Leadership and Management

The Level 3 Certificate in Leadership and Management enables Managers and Leaders to improve their existing skills and capability in a competitive market. The Certificate is made up of a number of units.

Programme Units:

- Understanding the Communication Process
- Understanding Leadership
- Leading and Motivating a Team Effectively
- Understanding Conflict
- Motivating for Performance
- Performance Management
- Planning Change



COURSE DURATION: 8 DAY COURSE

Course Content

Understanding the Communication Process

Understand the nature and importance of communication
Methods of Communication
Assess own effectiveness in communication

Understanding Leadership

The role of the Leader
Leadership Styles and Behaviours
Using different styles for different people and situations

Leading and Motivating a Team Effectively

Why organisations or projects need a vision, mission and strategy and what this means to first line management
Effective Communication
Motivational Theories and factors
Applying these skills to your project

Understanding Conflict

Identify causes of conflict
Stages of Development
Effects of conflict
The managers' responsibility for minimising and resolving conflict
Ways to create harmony at work and engender a positive atmosphere

Motivating for Performance

Influencing to motivate
Factors influencing work behaviour
Techniques to motivate and monitor performance

Performance Management

Managing the Team and Individual Performance
The purpose and value of formal and informal performance assessment
Roles and Responsibilities in the performance assessment process
SMART Objectives
Measuring performance against standards
Effective Feedback
Causes of poor performance

Planning Change

Understand the forces for change in an organisation

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