

ILM Level 3 Award in First Line Management

Programme Aims

To assist participants in developing essential knowledge and skills required by a first line manager

<p>MODULE 1 – Start-up Module (1 day)</p> <ul style="list-style-type: none"> ■ Introduction and objectives ■ Programme induction ■ Why development is important? ■ Learning & learning styles ■ Organising yourself ■ Setting effective priorities ■ How can we get the most from this programme? ■ Action planning 	<p>MODULE 2 – Introduction to Leadership (2 days)</p> <ul style="list-style-type: none"> ■ The Manager/Leader's role ■ Understanding leadership styles ■ Motivation ■ Communicating with the team ■ Influencing and managing conflict ■ Building the team ■ Team identity & team working ■ Assessment – units M3.10, M3.11
<p>MODULE 3 – Managing Performance (2 days)</p> <ul style="list-style-type: none"> ■ Setting objectives ■ Measuring performance ■ Providing effective feedback ■ Dealing with poor performance ■ Maintaining discipline ■ Coaching ■ Minimising stress ■ Assessment – unit M3.26 	<p>MODULE 4 – Problem Solving & Decision Making (2 days)</p> <ul style="list-style-type: none"> ■ Investigating and analysing problems ■ Setting problem-solving objectives ■ Brainstorming and creative thinking ■ Using information for decisions ■ Option evaluation and decision-making models ■ Presenting your case for change ■ Monitoring and review techniques ■ Discussion & support – work-based assignment
<p>MODULE 5 – Managing Customer Service (2 days)</p> <ul style="list-style-type: none"> ■ Understanding customers ■ Customers' legal rights ■ Successful customer relationships ■ Managing customer expectations ■ Service recovery and dealing with problems ■ Handling customer complaints ■ Continuous improvement ■ Assessment – unit M3.08 	<p>MODULE 6 – Support Workshop (half day)</p> <ul style="list-style-type: none"> ■ Individual support ■ Practice presentations ■ Tutor's feedback

The programme structure, content and duration may be customised to meet specific business needs.

The programme is supported through numerous e.learning modules available at bestpractice.uk.com

Assessment

For full achievement, participants must successfully complete:

- Four short knowledge assessments or assignments
- A work-based assignment (1500 words)

Participants should be practising or potential first line managers with a minimum of three years work experience.

Best Practice Training & Development Ltd

t +44 (0)1923 225225
f +44 (0)1923 224100
info@bestpractice.uk.com
www.bestpractice.uk.com