

Institute of Leadership & Management (6-day programme) Level 3 Introductory Certificate in First Line Management

Target Audience

Experienced or newly appointed first line managers.

Structure

- Short Induction lasting 2 hours
- Ten segments (minimum) of 3 hours each as follows:
 - C2.2 Problem Solving Skills
 - C4.2 Planning Change
 - C10.3 Using Information for Decisions
 - At least a further seven segments selected from the full range available (see list attached) with not more than three from any one module overall
- Tutorial support for development and assessment – 2 hours.

Style of Programme

The modes of delivery are flexible to suit the requirements of participants, sponsors and learning centres. Reflective learning and personal development are essential features of the programme, to be achieved through completion of a personal development record (PDR)

Assessment and Outcome

Each candidate must complete to a national standard:

- Segment reviews covering the seven optional segments
- One work-based assignment of not less than 1000 words, set by ILM (*This is centre assessed*)
- Candidates complete a PDR to aid application of learning in the work place.

Duration

A minimum of 34 guided learning hours, excluding assessment, to be completed over six days within one year. Time for completion of the assessments and the PDR is outside the stated guided learning hours.

Overview of Modules and Segments *(CORE SEGMENTS SHOWN IN BOLD TYPE)*

<p>C1 MANAGING SELF</p> <p>C1.1 Time Management C1.2 Identifying Self Development Needs C1.3 Self Development C1.4 Manage Own Stress C1.5 How to Learn C1.6 Effectiveness and Efficiency C1.7 Networking</p>	<p>C6 MANAGING RESOURCES</p> <p>C6.1 Performance Indicators C6.2 Working to a Budget C6.3 Understanding Costs C6.4 Materials C6.5 People as a Resource C6.6 Equipment C6.7 Security C6.8 Minimising Waste</p>
<p>C2 MANAGEMENT SKILLS & COMPETENCY</p> <p>C2.1 Objectives C2.2 Problem Solving Skills C2.3 Briefing Skills C2.4 Producing Project Reports C2.5 Interpersonal Skills/Trust C2.6 Information Awareness C2.7 Influencing and Negotiating</p>	<p>C7 DEVELOPING PEOPLE</p> <p>C7.1 Building the Team C7.2 Delegation C7.3 Planning Development C7.4 Coaching C7.5 Training C7.6 Induction C7.7 Supporting Individuals C7.8 Assessing Performance</p>
<p>C3 UNDERSTANDING ORGANISATIONS</p> <p>C3.1 Organisational Context C3.2 Financial Environment C3.3 Managing Diversity C3.4 Economic Environment C3.5 Organisational Culture C3.6 European/International Context C3.7 Ethics in Business C3.8 Marketing</p>	<p>C8 MANAGING PEOPLE</p> <p>C8.1 Motivation C8.2 Managing Performance C8.3 Leadership C8.4 Minimising Stress C8.5 Planning to Recruit C8.6 Selecting the Right Person C8.7 Maintaining Discipline C8.8 Resolving Conflict</p>
<p>C4 MANAGING CHANGE</p> <p>C4.1 Continuous Improvement C4.2 Planning Change C4.3 Promoting Change C4.4 Implementing Change C4.5 Forces for Change C4.6 Managing the Consequences of Change C4.7 Cost/Benefit Analysis</p>	<p>C9 COMMUNICATION</p> <p>C9.1 Communication Process C9.2 Communications Media C9.3 Non-verbal Communication C9.4 Giving and Receiving Feedback C9.5 Meetings C9.6 Written Communication C9.7 One-to-one Communication C9.8 Word Processing</p>
<p>C5 MANAGING ACTIVITIES</p> <p>C5.1 Understanding Customers C5.2 Planning Work C5.3 Health & Safety – Law & Practice C5.4 Understanding Quality C5.5 Delivering Quality C5.6 Preventing Accidents C5.7 The Environment C5.8 Statistical Process Control</p>	<p>C10 MANAGING INFORMATION</p> <p>C10.1 Gathering Valid Information C10.2 Analysing Information C10.3 Using Information for Decisions C10.4 Presenting Information C10.5 Maintaining Information Systems C10.6 IT Applications C10.7 Sources of Information C10.8 Questionnaire Design and Analysis</p>