

Emerging Leaders Programme

This course has been designed for those with management responsibilities but limited formal training. The 3 modules will equip you with the necessary knowledge, skills and confidence to help you become a more effective manager. You will develop your ability to solve problems, communicate direction and build rapport with others, as well as learn how to build effective and high performing teams, resolve conflict and instil a culture of outstanding customer focus.

Module 1: Understanding your role

This module will help you to develop a clear understanding of your team's role in relation to your organisation's vision, mission and goals and you will be able to develop objectives which can be used to set clear direction and provide a benchmark for measuring your team's success. You will learn a range of communication techniques which can be used to effectively articulate the strategy to motivate your teams, whilst also gaining their respect and trust through methods of building rapport.

Module 2: Managing teams

In this module you will learn what steps must be taken to create highly effective teams and the role of the manager in getting them there. You will utilise different tools and techniques for managing the common problems, decisions and conflicts you could face, whilst exploring the potential needs, skills and motivations of people you manage and how you can use each of these elements to the team's advantage.

Module 3: Customer service

This module will help you to understand and articulate to your team the true value of your customers, clients, beneficiaries and service users and therefore, the importance of meeting their needs and exceeding their expectations. Best practice examples will be applied to develop strategies in your own areas of responsibility which can be used to develop occasional customers into loyal customers. You will learn how to create clear service standards and apply them at work and you will practice handling complaints to effectively turn challenging customers into some of your best advocates.

Course benefits

By the end of this course you will be able to:

- Effectively communicate the direction and purpose of your team's work in relation to the vision and mission of the organisation
 - Understand the needs, preferences and motivations of your team members and how to use these to the team's best advantage, as well as know how best to provide feedback to individuals
 - Develop and practice conflict handling skills, solving problems and developing a customer focus
 - Know how to combine your skills and lead a group of people to become a highly effective team
-

3 interlocked modules

Module 1 Understanding your role

- Understand organisations and strategy
- Develop communication and rapport building skills
- Understand and develop your role as a leader

Module 2 Managing teams

- Know how to build an effective team
- Understand the needs of yourself and the team and to effectively manage them
- Understand and utilise tools to help make effective decisions and solve problems

Module 3 Customer service

- Understand the lifetime value of a customer and how to keep them
 - Develop concise customer service standards and how to communicate them effectively
 - Demonstrate best practice when handling complaints
-

Each module provides

- Training from an experienced, knowledgeable and passionate trainer
 - Easily accessible, jargon-free training materials
 - Examples of best practice to benchmark your own performance against other organisations
 - Identification of common issues and how to deal with them
 - Tools, models and exercises to be taken away and applied practically
 - Opportunities for guided-reflection and self-development through action plans
-

About gaining the Level 3 Award in Leadership and Management qualification

As an ILM Centre Blue Edge provides the opportunity for individuals, should they wish, to complete a nationally-recognised qualification as part of the Emerging Leaders course, this is the ILM Level 3 Award in Leadership and Management.

The Award is based on 2 modules and associated work-based assignments. Learners need to successfully complete 2 assignments; feedback will be given after each assignment to support future assignments. Blue Edge prides itself on the relationship it builds with individuals via email, telephone and mentoring support throughout the programme. The knowledge gained during the workshops plus self reflection will enables completion of the assignments.

About the ILM (Institute of Leadership & Management)

The ILM is a premier body with experience in the field of leadership and management, coaching and mentoring, recognised in the UK and internationally. We offer nationally recognised qualifications in leadership and management, volunteer management, coaching and mentoring and can build a programme that meets your training needs and gain accreditation for delegates. The ILM Level 5 in Leadership and Management gives practicing managers the widest choice for their formal development in this role. The qualification does this by developing a range of management skills and assisting participants in gaining the knowledge required at this level.

About Blue Edge Training

We are a training and consultancy business established for over 17 years, with a team of skilled consultants who have real depth of experience in the public, private and third sectors. Our consultants and trainers specialise in the areas of: leadership and management development; governance; strategy and organisational change; communication; volunteer management; senior mentoring and coaching. As we believe that people are an organisation's biggest asset and we are passionate about developing organisations through their people we ensure that our interventions, whether short-term consultancy or longer-term training programmes, are engaging, cost-effective and inspiring.

Working with a wide range of large and small organisations in the public, private and third sectors, we are adept at bringing the best elements from each sector to inform our learning interventions. Organisations we work with include Shelter, Breast Cancer Care, 38 Degrees, Reprieve, Action for Children, Catch-22, King's College London Students' Union, The University of Kent, The Hospital Club, Stanton Williams, The NHS, The Hepworth Wakefield, Foundling Museum and the Whitechapel Gallery.