

ILM Level 3 in Leadership and Management

This course provides supervisors and new front-line managers a platform on which to build their leadership and management skills. Building their confidence and developing their skills and knowledge to effectively perform their role. It identifies best practice and explores what is expected of a supervisor/manager from an organisation's perspective and from the perspective of the people they manage and lead.

The workshops include a practical toolkit of supervisory skills, which can be taken back to the workplace and put into immediate effect and the support of a coach to help develop a deeper understanding and personal application of the areas covered. The coach will also support the ILM Level 3 Award qualification.

Module Content

1. Understanding your Role

- The role of a supervisor/manager
- Effective communication – underlying principles and common barriers
- Supervisory/Management styles
- Building effective relationships
- Working in teams
- Organisational skills

2. Performance Management

- Performance standards
- Goals and objective setting
- SMART objectives
- Monitoring performance
- One-to-one meetings
- Having difficult conversations
- Giving/receiving feedback

3. Customer Service

- Developing a customer focus team – key messages
- Dealing with customer complaints
- Internal and external customers – how we can support each other
- Customer service standards – setting and working with standards
- Customer loyalty – engaging with your customers to keep them for life
- Gaining customer feedback and continuous improvement

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Assignment Learning Outcomes

Assignment 1 **Understanding performance management**

1. Understand the value of assessing performance to meet organisational and individual needs
2. Know how to manage performance of individuals in the team
3. Understand the value of feedback in the workplace
4. Know how to manage underperformance in the workplace

Assignment 2 **Understanding customer service standards and requirements**

1. Understand the legal and organisational requirement for managing customer service
2. Understand customer service standards
3. Know how to monitor customer service performance

How your development is supported

Workshop 1	Understanding your Role	Half day - 3.5 hour Zoom workshop
Workshop 2	Performance Management	Half day - 3.5 hour Zoom workshop
Coaching session		One to one - 40 minute Zoom meeting
Workshop 3	Customer Service	Half day - 3.5 hour Zoom workshop
Coaching session		One to one - 40 minute Zoom meeting

The half day workshops are group sessions carried out on set days, 4 weeks apart.

Cost

£495 + VAT

Three workshops, 2 one-to-one coaching sessions, all materials and nationally recognised ILM Level 3 Award qualification. ILM qualification includes ILM registration, ILM certification, study membership with The Institute of Leadership & Management, assignment support and marking.

About Blue Edge Training

We are a training and consultancy business, established over 20 years, with a team of highly 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. We believe that people are an organisation's biggest asset and 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.

Some of the organisations we work with

Shelter, Action for Children, Breast Cancer Now, Centrepont, Clear Strategy, Royal Armouries, Stanton Williams architects, The Hospital Club, Vulcan, University of Sussex, University of Birmingham Guild of Students, The Royal Foundation, The Royal Society, 38 Degrees, Imperial College Union, TKAT Primary Academy, Students' Union UCL, The Hepworth Wakefield, Paul Hamlyn Foundation, Foundling Museum and the Whitechapel Gallery.

ILM Approved Centre

ILM is the UK's leading provider of leadership, coaching and management qualifications, recognised in the UK and internationally. We offer nationally recognised qualifications from Level 3 to Level 7 in Leadership & Management and Coaching & Mentoring.

Blue Edge bespoke programmes

We can build a programme that meets your specific training needs and gain accreditation for delegates.

For further information

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