



bespoke training
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ILM Level 3 Award in First-Line Management



What is it and who is it for?

The first-line manager role is often described as the most difficult job in a company.....it requires a completely new set of skills yet often these new managers are left to get on with things with little or no training to help. This qualification will help you gain the respect & trust of your team by helping develop solid management skills. Ideally, delegates will be aspiring first line managers and current first line managers with little formal training.

The ILM Level 3 Award in First-Line Management is a qualification in management that uses a blend of useful theory and practical activities that are aimed at helping you become the most effective first line manager you can be.

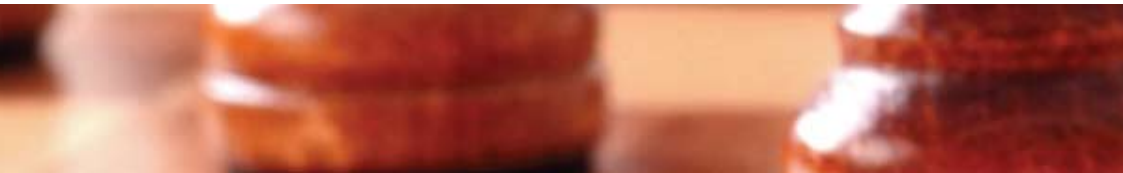
What is covered?

The emphasis is on practical application of core models and theory, including:

- Problem Solving & Making Decisions
- Workplace Communication
- Understanding Change
- Giving Briefings & Making Presentations
- Introduction to Leadership
- Coaching & Training your Work Team

You will be provided with comprehensive learning materials and encouraged to undergo further personal research into each subject in order to develop your knowledge base.

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What's in it for you?

The programme is all about developing a solid foundation of management skills and can transform the management experience for you and your team.



“Thanks for the superb training sessions. I came in an Administrator and left as a Manager”

London Borough of Camden

Furthermore, the Level 3 Award in First-Line Management is accredited by the Institute of Leadership and Management (ILM). The ILM is the largest accrediting body for management qualifications in Europe and you will be gaining a qualification that is recognised internationally – and that can serve as a foundation for further management qualifications.

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Here is an example of a programme currently being delivered:

Day	ILM Module	Content Summary
One	Problem Solving & Making Decisions	Introduction to the programme <ul style="list-style-type: none"> • Recognise the problem • Accept ownership of the problem • Understand the problem • Choose the best solution • Implement the solution • Monitor and evaluate the solution • Issue Assignment 1
Two	Workplace Communication	<ul style="list-style-type: none"> • The importance of perception in communication • Listening skills • The concept of 'preference' in communication • Recognising your own preferred style • Recognising other styles • The good, the bad and the ugly of the styles • How to be versatile with your style
Three	Understanding Change in the Workplace	<ul style="list-style-type: none"> • Organisational, team and personal benefits of change • Why it often goes wrong • Barriers to change • Overcoming barriers to change • Usual responses to change • Supporting your team through change – The Transition Curve • Issue Assignment 2
Four	Giving Briefings and Making Presentations	<ul style="list-style-type: none"> • What do great presenters do? • Effective body language and spatial anchoring • Powerful visuals – less is more • Structure your presentation with style • Start with a bang! • The 'inner game' of presenting
Five	Introduction to Leadership	<ul style="list-style-type: none"> • Leadership and Management – are they the same? • Different Leadership styles • Flexing your Leadership style – TheSkill-Will matrix • How to motivate the team.....now! • Issue Assignment 3
Six	Coaching & Training your Work Team	<ul style="list-style-type: none"> • What are coaching, training and other possible interventions? • Key skills of coaching & training • Giving & receiving high quality feedback • Powerful coaching mindsets • The GROW model – structuring coaching conversations • Group coaching • Individual coaching