

## ILM Level 2 Certificate in Team Leading

The Institute of Leadership & Management (ILM) Certificate in Team Leading is ideal for practising team leaders, helping them become more effective and confident in their role. It also supports new and aspiring team leaders, helping them make the transition from working in a team to leading a team.

**Induction:** one hour (within first workshop)

**Workshops:** seven half day mandatory workshops on

- Effective team work and Develop yourself as a team leader
- Setting team objectives in the workplace
- Planning and monitoring work and Improving performance of the team
- Induction and coaching in the workplace
- Meeting customer needs
- Conflict and stress in the workplace
- Understanding change in the workplace



**Approach:** This route is tutor-led learning, with reflection on implementation within the workplace. You do not have to be in a team leadership role to complete this qualification.

1. Attendance on seven half-day workshops plus supporting material
2. Completion of short answer questionnaires
3. One hour coaching session with a Jewel Training coach
4. Unlimited telephone and email support with a Jewel Training coach

**At the end of the programme successful participants will receive the ILM Level 2 Certificate in Team Leading qualification.**