

Virtual ILM Level 3 Certificate in Leadership & Management April – November 2024

This ILM Level 3 Certificate has been designed to develop the leadership and management skills of practicing or aspiring line managers.

It is a dynamic, fun and motivating programme where there will be some theory, tutor led input, group discussion and lots of practical application in the way of case studies, questionnaires and activities that have been designed to develop leadership and management skills. All delivered via **Zoom**.

The programme includes:

Induction: one hour (pre-recorded)

Workshops: six, half day, mandatory workshops on:

- Understanding Leadership
- Effective Communication
- Motivating to Improve performance
- Understanding Performance management
- Training and Coaching in the workplace
- Delegating effectively L4



Coaching: telephone and email support, where required

Assessment: to gain the qualification you will need to complete the following:

- Six assignments
- Optional post course reading and/or activities to assist you to complete the reviews

ILM Membership: 12 months membership of the Institute of Leadership & Management

At the end of the programme successful participants will receive the ILM Level 3 Certificate in Leadership & Management, an internationally recognised qualification.

Workshop Objectives (related to ILM assessment criteria)

Workshop 1: Understanding leadership

- State the difference between management and leadership
- Identify own preferred leadership style
- State a range of leadership styles
- Identify where and when to use them
- Developing a Personal Development Plan

Workshop 2: Effective Communication

- Understand the nature and importance of the communication process in the workplace
- Understand the methods of communication
- Be able to assess own effectiveness in communication

Workshop 3: Motivating to Improve Performance

- Understanding theories of motivation
- Factors that affect motivation
- Ways to motivate to increase performance in self and others
- Using employee engagement to increase motivation

Workshop 4: Understanding Performance Management

- Knowing the value of assessing performance
- How to manage performance
- The value of feedback in the workplace
- How to manage underperformance in the workplace

Workshop 5: Training and Coaching in the workplace

- Understand how you need to adapt learning to people's learning preferences
- Understand how to provide training appropriate to the workplace
- Understand how to coach an individual in the organisation

Workshop 6: Delegating Effectively (Level 4 ILM Unit)

- Understand the benefits of delegation
- Be able to delegate effectively in the workplace
- Be able to improve own ability to delegate and empower others