



ILM Level 2 CERTIFICATE in Leadership & Team Skills (13 Credits)



This intensive five-day course provides excellent fundamental training for those likely to become new supervisors/team leaders or who are already in post but who have had little or no formal training. Accredited by the Institute of Leadership & Management, the course covers the following:

Day 1

- **Course Induction** - Introduction to ILM
- **Leading your work team (2)**- Develop an understanding of leading your team required by a practising or potential team or cell leader. Understand the difference between leadership and management. Understand a range of leadership styles, their benefits and potential impact on individuals and performance
- **Tutorial** - Revision of the days learning and assessment*

Day 2

- **Planning and Monitoring Work (2)** - To develop an understanding of effective planning and monitoring of work as required with the team. Understand how to monitor a team's performance against the plan and how to plan and allocate work. Know how to work within the organisational guidelines to achieve team goals
- **Setting Team objectives in the Workplace (2)**-. Be able to create SMART objectives for self, individuals and the team.
- **Tutorial** - Revision of the days learning and assessment*

Day 3

- **Workplace Communication (1)** – Understand the importance of effective communication. Explain why clear and effective communication is essential in the workplace. Explain methods and their best use when communicating with the team. Understand the importance of maintaining accurate records of communication.
- **Undertaking Coaching in the Workplace (4)** – To be able to prepare and plan coaching sessions. Demonstrate coaching techniques. Describe record keeping for coaching sessions. Be able to reflect upon and review own coaching activities.
- **Tutorial** - Revision of the days learning and assessment*

Day 4

- **Understanding Effective Team working (1)** – To be able to identify the characteristics of an effective team. Potential barriers to teamwork. How to create and maintain an effective team.
- **Tutorial** - Revision of the days learning and assessment*

Day 5

- **Understanding Conflict Management in the Workplace (1)**– Be able to identify causes of conflict at work within the team. Describe the stages in the development of conflict. Explain how to resolve conflict and create a positive atmosphere.
- **Tutorial** - Revision of the days learning and assessment*

Throughout the course

- **Understanding Performance Management on a day to day basis** The importance of ensuring that the team performance is in line with the organisations requirements. Recognising underperformance indicators and being able to apply actions to rectify
- **Giving and Receiving Feedback** – Utilising feedback models, appreciating the benefits of good feedback
- **Effective Communication.** Recognising the benefit of effective communication and using the most effective method for each situation.