

ILM Level 4 Award in Leadership and Management

Course Venue

Trauma Resus Training Centre, Causeway Bridges Business Centre, Old Alder Ln, Burtonwood, Warrington WA5 4BN

Course Fees

£595 per learner

Includes:

ILM registration and certification

2x full day classroom sessions

1x online course in Managing and implementing change in the workplace + complementary e-workbook

2x 1 hour group assignment tutorials

2x assignment guide booklets and videos (1 per unit of study)

1x referencing guide and video

Refreshments and lunch (tea, coffee + cold buffet style food)

Free parking on site.

Course Timetable & Content

Unit of Study: Managing and implementing change in the workplace	Dates 25 th April 2024 + Online course (9.30 – 16.00)
<p>1 Understand the reasons for change in an organisation:</p> <ul style="list-style-type: none"> ▪ Reasons for organisational change such as changes in leadership, technology, business strategy, need to become more efficient. ▪ Types of change such as developmental, transitional and transformational. ▪ Environmental analysis technique, such as PESTLE. ▪ Organisational analysis, such as SWOT analysis. 	<p>2 Be able to manage and implement change in the workplace:</p> <ul style="list-style-type: none"> • Benefits and implications of change. • Methods of assessing risks and uncertainties. • Principles of change management. • System theory and process design. • Methods for planning for change. • Feasibility and viability of the change for stakeholders. • Use of tools for planning change. • Identification of human and financial factors in the consideration of resistance to change. • Models of change eg. Kubler Ross, Lewin's model, Kotter's 8 stages, Bridges' Transition Model, 4 P's, Purpose, Picture, Plan & Part. • Clear communication of change. • The importance of involving people to facilitate effective change. • Techniques for monitoring and evaluating outcomes of change.

Unit of Study: Management Communication	Dates 6 th June 2024 (9.30am – 16.00pm)
1 Understand the importance of effective communication in management: <ul style="list-style-type: none"> ▪ Communication theories, including the communication cycle and overcoming barriers. ▪ Different types of communication, including verbal, written, visual and electronic and their relative advantages and disadvantages. ▪ Non-verbal communication, such as body language and facial expression. ▪ Business language, including tone, style and vocabulary. ▪ Need for feedback, and implications of not receiving feedback. ▪ Value of the written word and the importance of objectives and the reader(s). ▪ Letters, memos, reports, e-mails or other forms of written communication in use within the organisation. ▪ Team meetings, one-to-ones and other forms of verbal communication. ▪ Planning for writing, including use of available information and the needs of the recipient. ▪ Tone, language, level of formality. ▪ Image, structure, layout conventions including “house styles”. ▪ Inclusion of statistical/visual materials and appendices in reports. 	2 Be able to develop effective communication skills as a reflective manager: <ul style="list-style-type: none"> ▪ Criteria for evaluating the effectiveness of communication.. ▪ Collecting and analysing feedback ▪ Techniques for evaluating own strengths and areas for improvement. ▪ Personal development planning.

If you are interested in attending this course please contact me on:

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Please note that full payment will need to be made in order to secure your place.

Payment can be made through Paypal, credit card or bank transfer.

If your organisation is paying for you, then an invoice can be raised accordingly.
