

**ILM Level 2 Award in Leadership and Team Skills**

**Course Venue** - St Thomas Centre, Ardwick Green, Manchester. M12 6FZ

**Course Fee** - £495 per learner

**Includes:**

- ILM registration and certification
- 2 x full day classroom sessions
- 2 x individual assignment tutorials
- 2 x assignment guide booklets and videos (1 per unit of study)
- 1 x referencing guide and video
- Refreshments and lunch (tea, coffee + cold buffet style food)

**Course Timetable & Content**

<b>Unit of Study:</b> Planning and Monitoring Work		<b>Date</b> 4th March 2024 (9.00 – 16.00)
<p><b>Understand how to work within the organisational guidelines to achieve team goals</b></p> <ul style="list-style-type: none"> <li>• Role and purpose of objectives and targets</li> <li>• Setting SMART work targets to meet customer specifications and organisational requirements</li> <li>• Causes of conflict and incompatibility between targets/objectives in the workplace</li> <li>• Distinction between policies and procedures</li> <li>• Working according to organisation’s objectives, policies, procedures, and priorities</li> </ul>	<p><b>Understand how to plan and allocate work</b></p> <ul style="list-style-type: none"> <li>• The roles people play in a team</li> <li>• The importance of knowing individual team members’ strengths in their work roles</li> <li>• Simple techniques for scheduling work, e.g. rotas/shifts</li> <li>• Effective methods of communication to give instructions and achieve performance standards</li> </ul>	<p><b>Understand how to monitor a team’s performance against the plan</b></p> <ul style="list-style-type: none"> <li>• Methods to monitor actual performance against production targets and time-scales, and identify variances</li> <li>• Ways to ensure team members understand monitoring systems</li> <li>• Recording outputs/variances/actions</li> <li>• Types of quality standards and their purpose</li> <li>• Quality checks / inspections vs standards</li> <li>• Taking remedial / corrective action</li> <li>• Progress chasing</li> <li>• Effective reporting back to manager</li> </ul>

<b>Unit of Study:</b> Understanding Change in the Workplace	<b>Date</b> 29th April 2024 (9.00 – 16.00)
<b>Understand change in the workplace</b> <ul style="list-style-type: none"> <li>• Potential reasons for change – internal and external to the organisation</li> <li>• People’s attitudes and responses to change at work</li> <li>• Barriers to change and how to overcome them</li> </ul>	<b>Know how to support the implementation of change in the workplace</b> <ul style="list-style-type: none"> <li>• Team leader’s role in supporting and implementing change</li> <li>• Developing and maintaining group cohesion</li> <li>• Group identity and culture, value systems, individual personalities</li> <li>• Congruence of change with organisation’s culture, values and goals</li> </ul>

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.