

## ILM Level 3 Award in Leadership and Management

### Course Timetable & Content

<b>Unit of Study:</b> Understanding the communication process in the workplace		<b>Dates</b> 6 <sup>th</sup> , 13 <sup>th</sup> , 20 <sup>th</sup> & 27 <sup>th</sup> April 2022 (6.30pm – 8.30pm)
<p><b>Understand the nature and importance of the communication process in the workplace:</b></p> <ul style="list-style-type: none"> <li>▪ The importance of effective communication at work and the effects of poor communication</li> <li>▪ The stages in communication: sender -encoding – transmission – decoding – receiver</li> <li>▪ Possible barriers to communication and methods to overcome them</li> <li>▪ Ways to ensure effective communication in the workplace</li> </ul>	<p><b>Understand the methods of communication:</b></p> <ul style="list-style-type: none"> <li>▪ Different types of communication including oral, written, visual, and electronic and their relative advantages and disadvantages</li> <li>▪ Active listening skills</li> <li>▪ Significance of non-verbal communication and body language</li> <li>▪ Techniques of face-to-face and indirect communication, and when each is appropriate</li> <li>▪ How to use feedback to check effectiveness of communication</li> </ul>	<p><b>Be able to assess own effectiveness in communication:</b></p> <ul style="list-style-type: none"> <li>▪ How to assess and develop own communication skills through feedback and reflection</li> </ul>

<b>Unit of Study:</b> How to motivate to improve performance		<b>Dates</b> 4 <sup>th</sup> , 11 <sup>th</sup> , 18 <sup>th</sup> May & 1 <sup>st</sup> June 2022 (6.30pm – 8.30pm)
<p><b>Understand the factors that influence motivation levels in the workplace:</b></p> <ul style="list-style-type: none"> <li>▪ Basic theories of motivation and their application to teams and individuals</li> <li>▪ The factors influencing behaviour at work</li> <li>▪ Styles and patterns of behaviour at work</li> </ul>	<p><b>Understand how a theory of motivation can be used to improve performance levels:</b></p> <ul style="list-style-type: none"> <li>▪ A range of techniques to motivate individuals and monitor performance</li> <li>▪ How positive approaches to offset negative attitudes in the workplace</li> <li>▪ Employee engagement policies and practice</li> </ul>	