

# ILM LEVEL 3 AWARD IN LEADERSHIP AND MANAGEMENT (5 DAYS) (REF:OTSILM001)

## Course Objectives

The ILM Level 3 is a first line management course which gives an introduction to the basic skills, knowledge, and understanding required by today's first line manager. The course is designed for first line managers looking to develop a wide range of management and leadership skills suitable for their role. The qualification also develops both understanding and application of leadership skills through the use of action learning.

## Course Description

The qualifications are made up of a wide range of units covering core management skills – such as understanding how to organise and delegate – plus skills in communication, team leadership, change, innovation and managing people and relationships. This flexibility in unit choice allows the qualification to be tailored to meet the needs of the individual and employer.

## Who Should Attend

The course is designed to develop knowledge and understanding of leadership as required by team leaders and practising or potential first line manager.

## Pre-Requisites

All Attendees should have a sound grasp of written and spoken English.

## Course Outcome

At the end of this course you will be able to:

- Outline of ILM qualifications/Aim and format of the program.
- Assessment process and requirements/Resources and learner support.
- Roles and responsibilities of centre staff, employer of the learner (where applicable) and ILM.
- Support to learners/SMART objectives
- Roots to further qualifications ILM Membership
- Understand the organisation's policy and responsibilities for ensuring a safe and healthy working environment
- Understand own responsibilities for health and safety in the workplace
- Know how to communicate the organisations vision and strategy to the team
- Know how to motivate and develop the team
- Understand conflict management in the workplace
- Know how to describe a problem, its nature, scope and impact
- Know how to gather and interpret information to solve a problem
- Know how to evaluate options to make a decision
- Know how to plan, monitor and review the implementation and communication of decisions

Successful completion of the examinable content will lead to the award of the ILM level 3 award in leadership and management.

## ILM Level 3 Award in Leadership and management Course Outline

### Day 1

- Outline of ILM qualifications.
- Aim and format of the program.
- Assessment process and requirements
- Resources and learner support.
- Expectations of, and benefits to, the individual and where relevant, their employer.
- Roles and responsibilities of centre staff, employer of the learner (where applicable) and ILM.
- Information on equal opportunities, appeals procedures, plagiarism, any special considerations etc).
- ILM Membership

### Day 2

- List current legislation and industry regulations relating to health, safety and welfare at work as relevant to a specific organisation
- Describe an organisation's policy in relation to one specific item of legislation or regulation
- Explain the difference between a hazard and a risk
- Describe how to conduct a risk analysis
- Identify the main areas of own responsibility for health and safety in the workplace
- Describe how to ensure the team is aware of the health and safety requirements in the workplace
- Describe how to monitor health and safety in the workplace



# ILM LEVEL 3 AWARD IN LEADERSHIP AND MANAGEMENT (5 DAYS) (REF:OTSILM001)

## Day 3

- Explain the importance of the team having a common sense of purpose that supports the overall vision and strategy of the organisation
- Explain the role that communication plays in establishing a common sense of purpose
- Assess the effectiveness of own communication skills on the basis of the above
- Describe the main motivational factors in a work context and how these may apply to different situations, teams and individuals
- Explain the importance of a leader being able to motivate teams and individuals and gain their commitment to objectives
- Explain the role that the leader plays in supporting and developing the team and its members and give practical examples of when this will be necessary

## Day 4

- Identify causes of conflict at work
- Describe the stages in the development of conflict
- Explain the effects of conflict on individual and team performance at work
- Explain any recognised technique a manager could use to minimise and resolve conflict in the workplace
- Describe how a manager could promote a positive atmosphere in order to minimize the adverse effects of conflict

## Day 5

- Describe a problem, its nature scope and impact
- Gather and interpret information to identify possible solutions to a problem
- Prepare a summary of the options providing facts and evidence
- Apply a simple decision making technique to evaluate options to arrive at the best solution
- Plan the implementation and communication of the decision
- Describe which monitoring and review techniques could be used to evaluate outcomes Chlorine Injection Systems

## • Course Review and Feedback

The course above is a suggested route however bespoke courses can be designed depending on the individual company's requirements from the ILM units below. Minimum of 4 credits maximum of 10 credits required to satisfy the ILM requirements. The course can also be delivered as a day release course over a number of weeks.



# ILM LEVEL 3 AWARD IN LEADERSHIP AND MANAGEMENT (5 DAYS) (REF:OTSILM001)

## Group 1 Units:

Solving Problems and Making Decisions (2 credits)  
Understanding Innovation and Change in an Organisation (2 credits)  
Planning Change in the Workplace (2 credits)  
Planning and Allocating Work (2 credits)  
Writing for Business (1 credit)  
Contributing to Innovation and Creativity in the Workplace (2 credits)  
Understanding Customer Service Standards and Requirements (2 credits)  
Giving Briefings and Making Presentations (2 credits)  
Understanding Leadership (2 credits)  
Understand How to Establish an Effective Team (1 credit)  
Understanding How to Motivate to Improve Performance (2 credits)  
Developing Yourself and Others (2 credits)  
Understanding Conflict Management in the Workplace (1 credit)  
Understanding Stress Management in the Workplace (1 credit)  
Understanding Discipline in the Workplace (1 credit)  
Understanding Recruitment and Selection of New Staff in the Workplace (2 credits)  
Understanding the Induction of New Staff in the Workplace (1 credit)  
Understanding Training and Coaching in the Workplace (2 credits)  
Understanding Quality Management in the Workplace (2 credits)  
Understanding Organising and Delegating in the Workplace (1 credit)  
Managing Workplace Projects (2 credits)  
Understanding Health and Safety in the Workplace (2 credits)  
Understand the Organisation and its Context (2 credits)  
Understanding Performance Management (2 credits)  
Understanding Costs and Budgets in an Organisation (1 credit)  
Understanding How to Manage the Efficient Use of Materials and Equipment (2 credits)  
Understanding the Communication Process in the Workplace (2 credits)  
Understanding Negotiation and Networking in the Workplace (1 credit)  
Understand How to Lead Effective Meetings (2 credits)  
Understanding Workplace Information Systems (1 credit)  
Understanding Marketing for Managers (1 credit)  
Understanding Support Services Operations in an Organisation (3 credits)  
Understanding Sustainability and Environmental Issues in an Organisation (3 credits)  
Understanding Procurement and Supplier Management in the Workplace (2 credits)  
Understanding and Developing Relationships in the Workplace (2 credits)  
Understand How to Manage Contracts and Contractors in the Workplace (2 credits)  
Understanding Incident Management and Disaster Recovery in the Workplace (2 credits)  
Understanding Security Measures in the Workplace (2 credits)  
Understanding How to Manage Remote Workers (2 credits)  
Understanding Good Practice in Workplace Coaching (3 credits)  
Understanding Good Practice in Workplace Mentoring (3 credits)  
Leading and Motivating a Team Effectively (2 credits)



# ILM LEVEL 3 AWARD IN LEADERSHIP AND MANAGEMENT (5 DAYS) (REF:OTSILM001)

## Group 2 Units:

Developing Yourself as a Team Leader (1 credit)  
Improving Performance of the Work Team (1 credit)  
Planning and Monitoring Work (2 credits)  
Developing the Work Team (1 credit)  
Induction and Coaching in the Workplace (2 credits)  
Meeting Customer Needs (2 credits)  
Working Within Organisational and Legal Guidelines (1 credit)  
Providing Quality to Customers (1 credit)  
Using Information to Solve Problems (1 credit)  
Understanding Change in the Workplace (2 credits)  
Maintaining a Healthy and Safe Working Environment (1 credit)  
Diversity in the Workplace (1 credit)  
Using Resources Effectively and Efficiently in the Workplace (1 credit)  
Communicating with People Outside the Work Team (1 credit)  
Briefing the Work Team (1 credit)  
Workplace Communication (1 credit)  
Workplace Records and Information Systems (1 credit)  
Business Improvement Techniques (2 credits)  
Leading Your Work Team (2 credits)  
Managing Yourself (1 credit)  
Enterprise Awareness (3 credits)  
Working With Customers Legally (1 credit)  
Setting Team Objectives in the Workplace (2 credits)  
Gathering, Interpreting and Utilising Data in the Workplace (1 credit)  
Methods of Communicating in the Workplace (1 credit)  
Satisfying Customer Requirements (1 credit)  
Understanding Effective Team Working (1 credit)  
Building an Awareness of Waste Management (2 credits)  
Effectively Selling to Customers (1 credit)  
Understanding Sales in the Workplace (2 credits)  
Developing Yourself as an Effective Team Member (3 credits)  
Understanding the Management Role to Improve Management Performance (4 credits)  
Planning and Leading a Complex Team Activity (4 credits)  
Managing Equality and Diversity in Own Area (4 credits)  
Managing Risk in the Workplace (3 credits)  
Delegating Authority in the Workplace (3 credits)  
Developing People in the Workplace (5 credits)  
Developing Your Leadership Styles (4 credits)  
Understanding Financial Management (3 credits)  
Management Communication (4 credits)

