

## ILM Level 3 Certificate in Leadership and Management

The Level 3 Certificate in Leadership and Management enables Managers and Leaders to improve their existing skills and capability in a competitive market. The Certificate is made up of a number of units.

### Programme Units:

- Understanding the Communication Process
- Understanding Leadership
- Leading and Motivating a Team Effectively
- Understanding Conflict
- Motivating for Performance
- Performance Management
- Planning Change



**COURSE DURATION:** 8 DAY COURSE

### Course Content

#### Understanding the Communication Process

Understand the nature and importance of communication  
Methods of Communication  
Assess own effectiveness in communication

#### Understanding Leadership

The role of the Leader  
Leadership Styles and Behaviours  
Using different styles for different people and situations

#### Leading and Motivating a Team Effectively

Why organisations or projects need a vision, mission and strategy and what this means to first line management  
Effective Communication  
Motivational Theories and factors  
Applying these skills to your project

#### Understanding Conflict

Identify causes of conflict  
Stages of Development  
Effects of conflict  
The managers' responsibility for minimising and resolving conflict  
Ways to create harmony at work and engender a positive atmosphere

#### Motivating for Performance

Influencing to motivate  
Factors influencing work behaviour  
Techniques to motivate and monitor performance

#### Performance Management

Managing the Team and Individual Performance  
The purpose and value of formal and informal performance assessment  
Roles and Responsibilities in the performance assessment process  
SMART Objectives  
Measuring performance against standards  
Effective Feedback  
Causes of poor performance

#### Planning Change

Understand the forces for change in an organisation

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