

# ILM Level 5 Certificate in Leadership and Management

The Level 5 Certificate in Leadership and Management is for 'Middle or Experienced' Managers to improve their existing skills and capability in a competitive market. The certificate is made up of a number of units.

## Programme Units:

- Assessing your own leadership capability and performance
- Developing and Leading Teams to achieve Organisational Goals and Objectives
- Managing Improvement



## Course Content

### Assessing your own leadership capability and performance

Understanding leadership styles within an organisation  
 Leadership theories and leadership styles  
 The key responsibilities of a leader  
 Review effectiveness of own leadership capability and performance  
 Adapting your leadership style  
 The concept of Emotional Intelligence  
 Supporting others – coaching and mentoring

### Developing and Leading Teams

Understand the importance of leading team to achieve organisational goals  
 Processes of delegation and empowerment  
 Balanced Scorecard, Quality Initiatives  
 Feedback, recognition and reward

### Managing Improvement

Understand the effectiveness of the organisation and ability to manage and improve quality to meet customer requirements  
 Be able to plan and implement projects to meet customer requirements

**COURSE DURATION:** 8 DAY COURSE

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