

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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