

(state-of-the-art Blended Learning approach)

The Qualification:

The TSW ILM Diploma in Management is designed to give practising or aspiring middle managers a solid foundation of development in their role.

The Diploma develops a comprehensive range of middle management skills, assisting delegates to gain the knowledge required at this level.

Method of Delivery:

The TSW ILM Level 5 Diploma Programme is delivered through a combination of direct delivery of the following 12 Workshops, two half-day Group Tutorials and self-study eLearning:

- 1 Understanding the Management Role
- 2 Developing the Reflective Manager & the Manager as a Critical Thinker
- 3 Managing Improvement
- 4 Leading Innovation & Change (Day 1)
- 5 Leading Innovation & Change (Day 2)
- 6 Becoming an Effective Leader
- 7 Leading Teams
- 8 Making a Financial Case
- 9 Managing Meetings
- 10 Communications in Management
- 11 Managing Projects in Organisations
- 12 Managing Stress & Conflict in Organisations

An integral part of the TSW blended learning approach to the qualification is access to the TSW HRD Online internet-based resource materials.

Use of TSW HRD Online will provide you with access to computer-based learning materials that will be needed to supplement the work covered at the Workshops.

Please note, it will be important for you to have access to the internet during times you plan to study towards this qualification.

What's Involved:

In order to achieve the qualification, you will need to submit a work-based Assignment for each of the Workshop topics (1500-2500 words). You will be expected to complete these between each Workshop as the programme is rolled out. In addition you will need to submit an Improvement Report (3000-5000 words) and an Innovation Report (4000-6000 words) within 6 weeks after the final Workshop.

Learning Outcomes:

Understanding the Management Role

- Understand the organisation's purpose, stakeholders, structure and functional areas and managerial roles
- Understand the responsibilities of middle managers in enabling an organisation to achieve its goals
- Understand how communication and interpersonal relationships affect managerial performance
- Evaluate personal development opportunities to improve

Developing the Reflective Manager

- Analyse and review feedback to support personal development
- Reflect on own development needs
- Communicate complex information in diverse written formats
- Solve a problem using a creative techniques problem

The Manager as a Critical Thinker

- Examine the validity and appropriateness of theories and practices to inform effective management and leadership practice
- Critically review own beliefs, attitudes and value systems

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Managing Improvement

- Evaluate the effectiveness of the organisation and of self in managing and improving quality to meet customer requirements
- Plan to meet and if possible exceed customer requirement

Leading Innovation & Change

- Innovate and improve areas within an organisation
- Lead and manage change within an organisation

Becoming an Effective Leader

- Evaluate own ability to fulfil key responsibilities of the leadership role
- Evaluate own awareness of emotions in shaping performance
- Evaluate own ability to set direction and to gain commitment of others

Leading Teams

- Evaluate the effectiveness of the organisation and of self in managing individuals to achieve organisational goals and objectives
- Develop and lead teams

Making a Financial Case

- Understand cost behaviour
- Make a financial case and present the findings

Managing Meetings

- Understand the purpose of and preparation required prior to a meeting
- Chair/lead a meeting within an organisation
- Develop a negotiating strategy in an organisation

Communications in Management

- Understand communication theories, concepts and practices
- Communicate effectively in writing

Managing Projects in Organisations

- Plan, communicate, conduct, monitor and evaluate a project in an organisation
- Evaluate own ability to manage a project

Managing Stress & Conflict in Organisations

- Evaluate the effectiveness of the organisation and of self in recognising workplace stress and in providing the necessary support
- Evaluate the effectiveness of the organisation and of self in recognising people problems and addressing them

Next Programme Inductions:

Please note:

It is necessary that you will be available to attend each of the 12 Workshop dates that make up the Programme – please contact TSW to confirm your availability for each Workshop before booking.

This course can be run as a bespoke, tailored to suit your specific training requirements and organisational needs.

To make a booking, contact Gareth on 01656 644306 or
Email: gareth.harris@tsw.co.uk