

Institute of Leadership and Management (ILM) Level 3 Certificate in First Line Management

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



making a positive difference to people and organisational performance

The Qualification:

The TSW ILM Level 3 Certificate in First Line Management is designed to give practising or aspiring first line managers a solid foundation of development in their role.

Method of Delivery:

The TSW ILM Level 3 Certificate Programme is delivered through a combination of direct delivery of the following 8 Workshops, one half-day Group Tutorial and self-study eLearning:

- 1 Introduction to Leadership & Building the Team
- 2 Understanding Change & Planning Change in the Workplace
- 3 Problem Solving & Making Decisions
- 4 Managing Performance & Planning to Work Efficiently
- 5 Effective Meetings & Achieving Objectives Through Time Management
- 6 Managing Projects
- 7 Working with Costs & Budgets
- 8 Managing Conflict & Stress in the Workplace

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 (1000-2000 words). You will be expected to complete these pieces of work between each Workshop as the programme is rolled out. In addition you will need to submit a Change Management Report (1500-3000 words) within 4 weeks after the final Workshop.

Learning Outcomes:

Introduction to Leadership

- Understand leadership styles
- Understand leadership qualities and review own leadership qualities and potential

Building the Team

- Understand how to develop and maintain trust at work
- Know how to build the team

Understanding Change in the Workplace

- Understand change in an organisation
- Understand the effects of change on people and finance in an organisation

Planning Change in the Workplace

- Understand the forces of change in an organisation
- Understand planning for change in an organisation
- Understand continuous improvement in an organisation

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Problem Solving & Making Decisions

- 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 solve a problem
- Know how to plan the implementation and communication of decisions

Managing Performance

- Know how to manage performance

Planning to Work Efficiently

- Know how to plan work
- Understand the importance of efficiency and effectiveness to achieve objectives

Effective Meetings for Managers

- Know how to manage and contribute to a meeting

Achieving Objectives Through Time Management

- Know how to use effective time management to prioritise and achieve objectives

Managing Projects

- Know how to manage a simple workplace project
- Understand the costs and benefits resulting from a workplace project

Working with Costs & Budgets

- Know how to work a budget
- Understand costs within an organisation

Managing Conflict & Stress in the Workplace

- Understand how to manage own stress and minimise stress in others
- Know how to support individuals in the team

Please note:

It is necessary that you will be available to attend each of the 8 Workshop dates that make up the Programme – please contact TSW to confirm your availability for each Workshop before booking.

This course can be run exclusively and tailored to suit your company's specific learning requirements and organisational needs. Costs are dependent on number of days required and bespoke content

For further details, please contact Gareth Harris on 01656 644306 or email: gareth.harris@tsw.co.uk