

Institute of Leadership and Management (ILM)

Level 3 Award in First Line Management



making a positive difference to people and organisational performance

The Qualification:

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

This qualification has been specifically designed to provide you with opportunities to increase your knowledge and understanding of basic management principles, as well as introduce you to a wide range of tools and techniques you will be able to apply in the workplace.

Method of Delivery:

The TSW ILM Level 3 Award is delivered over the following 5 workshops:

- 1 Introduction to Leadership
- 2 Problem Solving & Making Decisions
- 3 Building the Team
- 4 Managing Conflict in the Workplace
- 5 Managing Performance

These workshops will provide you with the underpinning knowledge for each topic and will be highly participative – incorporating trainer input, group discussion and analysis, individual team exercises and activities, case studies and handout materials.

Included within the delivery schedule will be an initial Induction session and a group Tutorial, designed to provide you with opportunities to discuss your progress and to receive guidance and feedback on your learning.

What's Involved:

In order to achieve the qualification, in addition to your attendance at the workshops, you will need to submit a work-based Assignment for each workshop topic (1000-2000 words). You will be encouraged to complete these pieces of work between each workshop as the programme is rolled out (typically one workshop per month).

The Assignments will involve the practical application of the topics covered and allow you to consolidate and apply your learning on work related issues.

Learning Outcomes:

Introduction to Leadership

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

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

Building the Team

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

Managing Conflict & Stress in the Workplace

- Know how to resolve conflict in the workplace

Managing Performance

- Know how to manage performance

Please note:

It will be necessary for you to attend each of the 5 workshops that make up the qualification so please contact TSW to confirm your availability for each workshop date before booking.

TSW can run this qualification 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