



ILM Level 3 Award in First Line Management



Programme Aim

This Level 3 Award in First Line Management aims to give practising or potential Managers the foundation for their formal development in this role.

Course Content

The ILM Award in First Line Management is a short taught programme consisting of a minimum of **34** guided learning hours. The award comprises of **1** mandatory unit and at least **1** optional unit. Each unit holds a points value that will be explained further during your induction.



Mandatory Unit:

- Solving problems and making decisions

Optional Units:

- Understanding change in the workplace
- Planning change in the workplace
- Achieving objectives through time management
- Writing for business
- Managing creativity and innovation in the workplace
- Obtaining information for effective management
- Managing customer service
- Giving briefings and making presentations in the workplace
- Introduction to leadership
- Building the team

- Motivating to perform in the workplace
- Developing yourself and others
- Managing conflict in the workplace
- Managing stress in the workplace
- Managing the employment relationship
- Recruiting, selecting and inducting new staff in the workplace
- Coaching and training your work team
- Providing quality to customers
- Planning to work efficiently
- Organising and delegating
- Managing projects
- Managing health and safety at work
- Understanding organisations in their context
- Understanding culture and



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ethics in organisations

- Managing performance
- Working with costs and budgets
- Managing the efficient use of materials
- Managing the effective use of equipment
- Understanding the communication process in the workplace
- Influencing others at work
- Communicating one-to-one at work
- Effective meetings for managers
- Understanding workplace information systems
- Marketing for managers

Delivery

The programme is delivered through workshops as either 6 full days or 12 half days. A minimum of 6 candidates are required for the programme to run. Ideally the workshops will be held on your premises otherwise external venue costs will apply.

To Apply

Please contact a member of our team on 01904 612 231 or return the enclosed fax back form.

How do I know if this course is suitable for me?

The ILM Award in First Line Management is for practising or aspiring first line managers, particularly those in post who have had little formal training in their role. First Line Managers should have decision making responsibilities within defined limits and responsibility for people and their performance.



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