

Example Modules of the ILM Award Programme

We design each three and a half-day Award programme in a bespoke way to ensure that it includes modules which specifically meet your company needs. Programmes are scheduled around your timings and tend to run with groups of around 10 delegates from your company.

To really embed the learning, we train experientially rather than have a classroom-based approach. As many of the team leaders are 'hands-on' people at work, we encourage our delegates to 'do it' rather than 'view it'. We design our courses with plenty of opportunity to practise skills in a safe environment and bring their learning to life, so it is easy to apply straight back to the workplace.

Here's just an example of some of the modules. Please let us know if you'd like to learn about the other modules available, and how the programme could work for your people.

SUBJECT	CONTENT
INDUCTION	<ul style="list-style-type: none"> ✧ Introduction ✧ Outline of programme & objectives ✧ Personal objectives & expectations ✧ Roles and responsibilities in the programme ✧ Assessment process ✧ Equal opportunities ✧ ILM Membership ✧ Learning and study skills
DEVELOPING YOURSELF AS A TEAM LEADER	<ul style="list-style-type: none"> ✧ Understand the Team Leader Role ✧ Roles and responsibilities of the team leader ✧ Limits of authority and accountability ✧ Learning styles ✧ Know how to seek, accept and respond positively to feedback ✧ Personal action planning techniques ✧ Reflective review



SUBJECT	CONTENT
<p>MANAGING YOURSELF AND WORKPLACE COMMUNICATION</p>	<ul style="list-style-type: none"> * How to manage yourself and your time * How to set SMART objectives and use them to priorities your time * Time management techniques * Know how to manage your own stress * Causes and impacts of stress at work & simple stress management techniques * Understand the communication process & methods of communication * The importance of maintaining accurate records of one-to-one communication
<p>FULFILLING CUSTOMER REQUIREMENTS</p>	<ul style="list-style-type: none"> * Know how to recognise different types of Customers, their expectations and needs & own internal and external customers * Nature & purpose of service standards - simple performance indicators * Awareness of Service Standards in Senator * Techniques for performance improvement to exceed Customer expectations * Experiential Practise session to develop skills & knowledge and practise techniques * Simple ways of initiating customer feedback - separating fact/opinions * Tabulating & analysing information * Creating & using visual presentations - charts-graphs-pictograms * The data protection act implications

For further details, please e-mail info@focus-training and we can talk further about how we could help you with your specific needs. Alternatively please call Lynda or Shelly on 01254 826 222

