

Example Modules of the ILM Certificate Programme

We design each eight-day certificate programme in a bespoke way to ensure that it includes modules which specifically meet your company needs. We schedule the programme around your timings and work only with people from your company. Programmes tend to run with groups of around 10 delegates.

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 * Strength Deployment Inventory
DEVELOPING YOURSELF AS A TEAM LEADER, MANAGING YOURSELF AND WORKPLACE COMMUNICATION	<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 * Feedback * Manage yourself and your time * SMART Objectives * Time management techniques * Manage your own stress * Importance of communication * Communication methods * Maintaining accurate communication records



SUBJECT	CONTENT
FULFILLING CUSTOMER REQUIREMENTS AND PROVIDING QUALITY TO CUSTOMERS	<ul style="list-style-type: none"> * Identify customer groups * Recognise customer needs and expectations * Delivering to customer needs * Purpose and nature of service standards * Performance indicators * Initiating and obtaining customer feedback * Analysing customer feedback * Data Protection Act * Importance of quality to customers * Costs of quality * Simple quality systems * Total quality management * Practical steps to quality * Preparation for presentation day
PLANNING AND MONITORING WORK, COMMUNICATING WITH PEOPLE OUTSIDE THE WORK TEAM AND USING INFORMATION TO SOLVE PROBLEMS	<ul style="list-style-type: none"> * Conduct a Learning Review * Purpose of objectives and targets * Setting SMART Objectives * The role people play in teams * Scheduling work techniques * Methods of monitoring work against objectives * Building and maintaining effective working relationships outside the team * Promoting positive relationships with customers * Presenting, negotiating and informing communication skills * Observing legal and ethical rules * Methods of information gathering * Techniques for problem recognition and resolution * Planning and implementing solutions * Completion of the mini project

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

