



## TRAINING PROVISION

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### General Leadership and Management Courses

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These courses are based on developing personal effectiveness and can be undertaken as CPD courses. Although primarily aimed at supervisors and line managers, they can be adapted to suit any staff training needs. Days can be linked together to provide longer programmes to suit needs. Assessment, if required, is designed around your needs. ILM accreditation is also available.

Course Name	Approximate Course Length
Effective Negotiation	2 days
Managing Difficult People	1 day
Effective Communication	1 day
Coaching and Mentoring	2 days
Assertiveness	0.5 day

Reflection and Personal Development	1 day
Presentation Skills	1 day
Time Management	0.5 day
Interview Skills	1 day
Effective Leadership	1 day
Appraisals and Performance	1 day
Understanding the Management Role	1 day
Planning and Managing Change	2 days
Effective Feedback for Performance Improvement	1 day
HRM for Managers	2 days
Cultural Management - developing a common understanding of exactly what management is within the organisation, defining how individuals can develop within that model.	1 day + pre course questionnaires and reflection (In-house programme)
Business Models - By adopting a common model of change and project management to bring about change, resistance to change is reduced, there is a consistency of approach, data and information generated, and – crucially – the ability to learn from previous projects and improve is developed.	1 day + pre course questionnaires and reflection (In-house programme)
First Line Manager programme	3 or 4 days – flexible content and length
Middle Manager programme	4 or 5 days – flexible content and length

## Leadership and Management Accredited Programmes

### The Institute of Leadership and Management (ILM) Awards

We are a Recognised Provider of Development Awards for ILM meaning we can offer ILM recognition and accreditation for bespoke and in-house training. ILM recognition means we can tailor the length, content and delivery of your development programmes, while they assure the overall quality. ILM only recognises high-quality development programmes through their recognised providers. This adds credibility and value to the programme and validates the investment. The following are currently recognised programmes – these programmes do not include any assessment. However, we are happy to work with you to design and develop a programme to suit your needs, and which can be joint-badged and include your logo.

The Leadership and Management Programme – 3 day course covering Understanding the Management Role, Becoming an Effective Leader.

- The Change Leadership and Management Programme – 3 day course covering Leading a Highly Performing Team through Change
- The ILM Managing a Smarter Business – a 3 day programme for start up or potential businesses, as well as small or medium sized organisations to develop their management effectiveness. This covers areas such as non financial business planning, managing and developing people, personal effectiveness.
- These programmes can be combined into an ILM accredited programme called Leading a Smarter Business.

(We also have other employer-specific awards accredited which can be adapted and accredited).

### ILM QUALIFICATIONS

We are an ILM Approved Centre, which means we can offer assessed qualifications contained within the Register of Regulated Qualifications in the UK. ILM qualifications are very flexible and contain optional elements which are used as ‘building blocks’ to create a nationally accredited qualification, awarded by ILM, but delivered flexibly to meet your specific needs. This means that single units can be delivered and assessed – these can then be built up to full qualifications.

Examples of units delivered for first line managers are -

- Solving Problems and Making Decisions
- Planning Change in the Workplace
- Writing for Business
- Giving Briefings and Making Presentations
- Understanding Leadership
- Managing Workplace Projects
- Leading and Motivating a Team Effectively

Examples of units for middle managers are -

- Managing Projects in the Organisation
- Developing and Leading Teams to Achieve Organisational Goals and Objectives
- Becoming an Effective Leader
- Understanding the Management Role
- Understanding the Skills, Principles and Practice of Effective Management Coaching and Mentoring