

ILM Management Level 3 Introductory Certificate in First Line Management

Objective

To give practising and potential first line managers the first step in their formal development.

The primary aims of the programme are:

- To help participants to gain the basic knowledge that a first line manager needs
- To develop their basic skills in management
- To build confidence

Pre-Requisites

Delegates must be 18 years or over and have a background that will enable them to benefit from the programme. There are no educational qualification requirements although delegates will require the ability to work on self-study assignments.

Duration

A 3 hour induction followed by 10 segments delivered in group sessions with additional tutorial support. All group sessions are 9.30 am to 12.30 pm.

Course Content

Induction and study skills	24 Jan
C1.3 Self Development	31 Jan
C9.1 Communication Process	07 Feb
C2.2 Problem Solving	14 Feb
C8.1 Motivation	21 Feb
C5.1 Understanding Customers	28 Feb
C10.3 Using Information for Decisions	07 Mar
C3.3 Managing Diversity	14 Mar
C7.1 Building the Team	21 Mar
C4.2 Planning for Change	28 Mar
C8.3 Leadership	04 Apr

Assessment: Each candidate must complete to a national standard as approved by the ILM Management External Verifier:

- a personal Development Record
- a work-based assignment of 1000 words (minimum) to be submitted by 31 January 2007
- 4 segment reviews