

ILM Management Level 2 Introductory Certificate in Team Leading

Objective

The Introductory Certificate in Team Leading aims to give practising or potential team and cell leaders the foundation for their formal development in this role.

The programme has two primary objectives:

- to assist participants in gaining the basic knowledge by a team/cell leader
- to develop basic team leading skills.

Pre-Requisites

Although participants will normally be either practising or aspiring team or cell leaders, and have a background that will enable them to benefit from the programme, there are no formal educational requirements.

Duration A two hour introductory meeting followed by six 3 hour sessions supplemented with tutorial support. All group sessions are 9.30 am to 12.30 pm.

Course Content

Induction (2 hour)	24 Jan
T3.1 The Role of the Team Leader	31 Jan
T1.2 Organising Yourself and Your Time	07 Feb
T2.5 Fulfilling customer requirements	14 Feb
T4.1 Effective Communication	21 Feb
T3.3 Motivating the Team	28 Feb
T1.5 Dealing with Conflict	07 Mar

Assessment

Each candidate must produce and maintain Reflective Reviews for each segment and all assessment must be completed to a satisfactory standard as approved by the ILM Management External Verifier.