

Programme Outline: Certificate in First Line
Management Level 3 (Ref 014)

Duration: 10 x 1/2 day sessions once every 2 weeks

Date(s): At a venue, date and time to suit you



Programme and Content:

- Session 1 Induction and Introduction to Leadership
Plus Developing Yourself and Your Team workbook for self study.
- Session 2 Solving Problems and Making Decisions
- Session 3 Building the Team
Understanding the Communication Process in the Workplace
Giving Briefings and Making Presentations in the Workplace
- Session 4 Problem Solving Project Workshop
Preparation for Problem Solving Presentation
- Session 5 Problem Solving Presentation and hand in of Problem Solving Project
- Session 6 Understanding change in the workplace
- Session 7 Planning change in the workplace
Writing for business
- Session 8 Achieving objectives through time management
Organising and delegating
- Session 9 Project tutorial—submission of draft Change Management Report
Plus Motivating to Perform in the Workplace workbook for self study
- Session 10 Coaching and training your work—submission of final Change Management Report

“making our passion your passion”

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Issued 24th February 2010. *If you would like this information in another format please let us know your requirements.*



Training Approach:

All training will be workshop based, participative and relevant to the organisation. In addition delegates will have a number of self study units to complete.



Assessment Approach:

To successfully gain the Institute of Leadership and Management Certificate in First line Management candidates must complete module assignments linking the learning to their place of work, a problem solving work based project, a managing change report and development reviews.



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