

ILM Level 2 Diploma in Team Leading

This ILM Level 2 Diploma in Team Leading offers an excellent opportunity to develop your knowledge of leadership, best practice, and of how to apply such knowledge into a team environment.

Objective

During this ILM Diploma individuals will learn about advanced leadership techniques and in what situations leadership styles are most appropriate. As a nationally recognised team-leading qualification, completion of this training course will demonstrate a candidate's commitment to continual personal development, in addition to learning about:

- Personal and Professional Qualities of Successful leaders
- How to Build Productive Professional Relationships at Work
- Developing Leadership Skills - the importance and necessity of effective communication

Details

Duration: 21 Days

Who is this course for

This training course has no prerequisites and is available to anyone that wishes to significantly enhance their applicable knowledge of team leadership.

Course Content

- Managing Personal Performance and Development
- Business Principles
- Collaborating with External Teams
- Encouraging Innovation
- Leading Meetings
- Delivering Enhanced Customer Service
- Resolving Customer Complaints
- Developing Yourself as a Team Leader
- Improving Team Performance
- Planning and Monitoring Work
- Developing a Team
- Communicating within a team
- Communicating outside of the team environment
- Managing Yourself
- Workplace diversity
- Business Improvement Techniques
- Meeting Customer Requirements
- Team Cohesion
- Team Briefings
- Resource Utilisation
- Team Problem Solving
- Managing Conflict
- Understanding Leadership
- Discipline Techniques and Procedures
- Team Presentations
- Giving Team Briefings
- Team Stress Management
- Team Organisation and Context within an Organisation

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