

## ILM Level 3 Award in Leadership & Management - Fast Track

This practically viable fast-track ILM Level 3 Award in Leadership and Management award will help you learn how to be a successful Manager and pursue that longed-for promotion - all within 3 days.

### Objective

At the conclusion of this Fast track ILM Level 3 Award in Leadership and Management, individuals will be able to fully appreciate the qualities and competencies required to be a successful manager and leader, including learning about:

- Leadership Qualities
- How to Delegate Responsibilities
- Conflict Management and Resolving Problems
- Planning principles and SMARTER Objectives
- Management of Teams

### Details

**Duration:** 3 Days

### Who is this course for

This training course is available to anyone that wishes to enhance their leadership and management capabilities - there are no qualification or experiential prerequisites

### **Solving Issues and Decision Making**

- Learn how to identify an issue and manage its impact
- Understand the root cause of the issue and how to solve the problem
- Implement a proactive plan to solve the issue
- Monitor and Review the success of the issue revolvment

### **Understanding Customer Service Requirements and Expectations**

- Learn how to identify what an internal and external client requires and expects
- Understand how to meet the customer's demands whilst maintaining an effective relationship
- Customer rights and your responsibility to the customer

### **Managing Workplace Programmes and Projects**

- Financial viability and forecasting the advantages/disadvantages
- Project forecasting and planning
- Monitoring Project Performance
- Reviewing the team performance

### **Planning and Delegation**

- SMART Goals
- Prioritisation of SMART Goals
- Factors that may inhibit your productivity and goal attainment
- Monitoring the attainment of smart goals