

ILM Level 3 Certificate in Principles of Leadership and Management

Develop your knowledge of what makes a leader or manager effective and what tools you can employ in your own business career to enhance your professional proficiency.

Objective

Undertaking this ILM Level 3 certificate will elevate a candidate's knowledge concerning:

- The theoretical underpinnings of leadership and management
- How to utilise theory and pre-determined principles to become a successful manager
- Comprehend and understand tools that help you become a better manager
- Gain confidence in your leadership and management approach

Details

Duration: 5 Days

Who is this course for

There are no formal prerequisites for this certification, however it is advised that candidates are either practicing managers/leaders or have a significant desire to become proficient managers.

Course Content

- Overcoming Issues and making informed decisions
- Comprehending planning and initiating business change
- Being an effective leader
- Motivating and delegating work
- Business Writing
- Meeting customer service demands
- Reducing and dealing with conflict within business environments, including utilising stress reduction practices and disciplinary action
- Welcoming new employees into the business including promoting and ensuring equality, diversity, and inclusivity
- Training practices for new and existing employees
- Supervising and governing business projects
- Adhering to Health and Safety procedures within the work environment including acknowledging the environmental implications of a business' principles and practices
- The implementation and importance of security precautions
- Knowledge of the financial, economic, and material functioning of a business
- The importance of communication within business including acquiring knowledge of networking, marketing, delivering successful meetings, and utilising electronic communication systems
- Encouraging and facilitating team progression and motivation
- Achieving and striving towards the fulfilment of customer wants and needs
- Self and team management, organisation, and communication fulfilment
- Acknowledging and adhering to the legal requirements of employment and customer interactions
- Collecting, reviewing, and applying data within a business setting
- Sales initiatives and how such practices influence customer engagement and satisfaction

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