

ILM Level 3 Award in Managing People with Confidence

Are you a new or aspiring manager or supervisor or perhaps you are an established manager who may wish to brush up on skills? The ILM Level 3 Award in Managing People with Confidence course aims to equip you with the right skills to tackle the toughest challenges you may face at work within a Primary Care Setting.

The course covers the following topics:

- Solving Problems and Making Decisions
- Motivating to Perform
- Understanding the communication process in the workplace
- Managing conflict in the workplace
- Building the team

If you are interested in applying for this course, please send an expression of interest to the email address below. Please include a brief paragraph of why you would like to do the course and the value it would bring to both yourself and your workplace. There are 30 places available and the course will be run in two cohorts of 15. The schedule of sessions is shown in the box below. Each session will be a full day duration.

Please email expressions of interest to leeds.confedtraining@nhs.net by the **30th April** for consideration.

Thurs 20th May	Thurs 27th May
Wed 16th June	Thurs 17th June
Wed 14th July	Thurs 15th July
Thurs 23rd Sept	Thurs 30th Sept
Thurs 21st Oct	Thurs 28th Oct
Cohort 1 ILM 3 A	Cohort 2 ILM 3 A

ILM Level 3 Award in Managing People with Confidence – addition information around the modules

Target Audience: New or aspiring managers and supervisors, established managers who may wish to brush up on skills

Programme Outcome: The aim of the course is to create confident and competent managers with the skills to tackle the toughest of challenges at work in a primary care setting.

Course Criteria: In order to achieve the ILM Qualification, delegates must attend all five sessions and successfully complete 4 work-based assignments each with a nominal word count of 1200 – 1500 words following carefully set assessment criteria by the ILM.

The assignments follow on from the training days and aim to test out the delegate's ability to apply learning back in the workplace. The tutor will give full support during the programme and delegates can receive feedback on their assignments in draft format before they are formally submitted which happens two weeks after the final training day.

The modules studied during the programme are:

Solving Problems and Making Decisions

- The workshop begins with an introduction to the overall course, the objectives and requirements as well as an introduction to the ILM and studying membership. The aim of this first session is to enable the delegates to resolve people related problems in the workplace using a structured approach and a range of effective techniques.

Motivating to Perform

- The aim of this session is to provide delegates with the skills and knowledge required to effectively motivate their team and manage performance. The workshop will focus on the role of the first line manager in motivating and appraising their team.

Understanding the communication process in the workplace

- The aim of this session is for delegates to understand the communication process and to be able to develop their own communication skills to help them become more effective first line managers. The workshop will focus on understanding the process, recognising and remove barriers as well as using non-verbal communication skills more effectively.

Managing conflict in the workplace

- The aim of this session is to provide delegates with the skills and knowledge required to effectively manage conflict at work. The workshop will work through the causes of conflict and recognising the symptoms before examining strategies for resolution.

Building the team

- The aim of this session is to develop the knowledge and understanding of team building for first line managers. Delegates will examine appropriate leadership and teambuilding behaviour and learn how to use them effectively to generate good team harmony. The workshop will also incorporate tutorial time to finalise course work and plan future development.