

# Geared for Success

## Building Capability ILM Level 3 Certificate



### Introduction

To emerge from difficult economic times, you need managers well equipped to manage and lead their teams to deliver successful results for your organisation. Experience tells us first line managers often reach this position due to their technical capability with little or no previous experience of managing people.

You need managers with *'a strong, purposeful approach, the ability to develop innovative and effective solutions to problems, and a positive outlook... with good people management and communication skills, who can control costs and budgets, and who are able to build effective client relationships'*

(Institute of Leadership & Management, 2009)

Amacus have developed this programme to provide your current or aspiring first line managers with these essential skills, knowledge and characteristics.

### Business & Personal Benefits

- Development of those personal skills, knowledge and characteristics identified by you as barriers to business growth
- Coping effectively with managing change and new working practices

- Increased confidence and effectiveness in the line management role
- Achievement of a nationally recognised Level 3 qualification from the Institute of Leadership & Management

### Programme Overview

Delivered in a practical and interactive style, the course consists of the following 10 one-day workshops, delivered over a 6-9 month period:

1. Introduction to Effective Leadership
2. Communication and Influencing Others
3. Meetings and Presentation Skills
4. Building, Developing and Coaching your Team
5. Managing and Motivating to Perform
6. Managing Stress and Conflict
7. Planning and Managing Change
8. Time Management and Delegating
9. Developing Self and Others
10. Solving Problems and Making Decisions

A range of post-workshop assessments are provided to embed learning with Amacus dedicating additional tutor support through face-to-face, telephone and email interaction.

### Target Audience

Current or aspiring First Line Managers, Team Leaders or Supervisors

### Location

Either on your work premises or at our top-class training facilities in Tyne & Wear.



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