

TRAINING SOLUTIONS NORTH WEST

SPECIALIST TRAINING PROVIDER

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ILM Certificate in Team Leading – Module 2 & 3

Introduction

A continuation of the Introductory Certificate in Team Leading, these 2 x 3-day courses continue to provide fundamental team leader knowledge and skills. Included in the certificate is the requirement for delegates to complete a mini work-based project intended to assist the delegates to apply their learning to the workplace and provide real workplace improvements. The project must be undertaken during the one-month between 2 x 3 –day courses, including a short written report that will be presented and assessed during the final 3-day course.

Benefits to you and your organisation

By the end of the course all delegates will be able to:

- Identify personal skills and abilities in relation to the role of the team leader
- Reflect on learning and apply it to improve workplace performance
- Seek, accept and respond positively to feedback on personal performance
- Understand the need to minimize waste and resources efficiently
- Monitor progress and variances and ensure the monitoring system is understood by team members
- Understand the benefits and drawbacks of team working, the stages of team development and the features of team roles and responsibilities
- Identify development needs and training opportunities for individuals and the team to meet job requirements
- Plan, prepare and conduct effective team briefings
- Gather/retrieve appropriate information to satisfy a variety of purposes
- Recognise the need for achieving continuous improvement and encourage pro-activity in continuously improving the teams performance
- Implement change effectively within the team, in accordance with organizational requirements
- Inform team members of health and safety requirements and contribute to the identification and reduction of risk and hazards in the workplace
- Monitor individuals compliance against the organizations employment policies and procedures, identify areas of concern and counsel/support individuals to meet requirements
- Ensure that information complies with organizational and legal requirements with regards to storage and security
- Present a positive impression to those outside the team, recognising the need for effective working relationships both within and outside the organization

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Company Registration No. 06254466

Who should attend?

Team Leaders who have completed the Introductory Certificate in Team Leading.

Course content

The content of the course includes information and training in:

Developing yourself
Using resources efficiently
Monitoring the teams work
Team structure
Developing the team
Briefing the team
Using information for action

Second 3-day course
Continuous improvements
Dealing with change
Identifying and reducing risks to health and safety
Maintaining discipline
Maintaining information systems
Working with people outside the team

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