

TRAINING SOLUTIONS NORTH WEST

SPECIALIST TRAINING PROVIDER

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ILM Introductory Certificate in Team Leading

Introduction

The Introductory Certificate in Team Leading is the first step in a professional Development Programme for Team Leaders. The stand-alone foundation modules focuses on understanding the role of the team leader and developing basic team leading skills, providing delegates with the knowledge, skills and confidence to embark on or enhance their career as an effective team leader. Throughout the course delegates will produce a record of their personal development, relating to what they have learnt in their place situations and a short-answer assessment is undertaken at the end of the course. Successful delegates will be awarded the Institute of Leadership and Management (ILM) Introductory Certificate in Team Leading

Benefits to you and your organisation

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

- Recognise their responsibilities and role as a team facilitator, coach and co-ordinator
- Establish and maintain trust and respect within the team by adopting a leadership style appropriate to the circumstances
- Set SMART objectives and determine priorities for their own and the teams actions
- Plan and schedule their own and teams activities to meet requirements
- Monitor their own and the team progress to achieving team objectives
- Identify causes of problems as they arise and involve team members in generating solutions
- Evaluate alternative courses of action and select, plan and implement solutions
- Use recognition of achievement and positive feedback to optimize the teams performance
- Recognise and overcome barriers to communication, selecting the most effective methods of communication in a range of workplace situations
- Recognise the differing expectations of internal and external customers and seek to improve service standards

Who should attend?

Individuals who are aspiring to make or are making their first move into a team leadership role as well as experienced team leaders who benefit from refresher training.

Course content

The content of the course includes information and training in:

The role of the team leader
Organising yourself
Dealing with problems
Planning and organising the teams work
Fulfilling customer requirements
Motivating the team
Effective communication

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