



INTRODUCTORY CERTIFICATE IN TEAM LEADING

A Four-Day Programme

Programme Objectives

The apt designed Team Building ILM courses are targeted to improve performance in the workplace through strong focus on specific job roles. These highly practical programmes can generate significant payback for companies in terms of cost savings and quality improvements.

The specific objectives are to:

- Assist participants in gaining the basic knowledge required by a good team leader.
- Develop basic team leading skills.
- Understand the role and responsibilities vested in delegates by the organisation and the impact of their team leading skills on the overall performance of the organisation.
- Equip Supervisors, Team Leaders and Front Line Managers with the practical skills to enable them to be effective within their role.
- Enable Supervisors and Front Line Managers to implement change.

Who is this Programme for?

People who are working in formal teams or groups, whether as team leaders or team members. Wherever people and resources are employed, team workers with an ILM team building qualification ensure that they effectively operate in the most productive way.

Progression

Successful delegates may benefit from career enhancement and/or progress to:

- Level 2 Certificate in Team Leading
- Level 3 Introductory Certificate in First Line Management
- Level 3 Certificate in First Line Management

Contents

- . Team Leading Skills
 - . Developing Yourself
 - . Organising Yourself
 - . Dealing with Problems
 - . Valuing Diversity
 - . Dealing with Conflict
 - . Continuous Improvement
 - . Dealing with Change
- . Getting the Work Done
 - . Planning and Organising the Team's Work
 - . Identifying and Reducing Risks to Health and Safety
 - . Using Resources Efficiently
 - . Monitoring the Team's Work

- . Fulfilling Customer Requirements
- . Organising the Teams Resources
- . Leading People in Teams
 - . The Role of a Team Leader
 - . Team Structures
 - . Motivating the Team
 - . Developing the Team
 - . Coaching
 - . Integrating New Team Members
 - . Maintaining Discipline
 - . Leading the Team Lawfully
- . Communicating with People
 - . Effective Communication
 - . Briefing the Team
 - . Using Information for Action
 - . Maintaining Information Systems
 - . Working with People Outside the Team
 - . Self-Managed Teams

