

## 'Leading and Inspiring Your Team to Success'

4 Day  
Programme  
+  
Workbooks



## Tailored ILM Level 2 Award in Team Leading

### Business Requirement

The role of the team leader, supervisor and first line manager is a fundamentally important and challenging one in the modern workplace. New managers are both accountable and responsible for achieving the outcomes and results demanded by the organisation, its customers and stakeholders. The role requires an ongoing commitment from the manager to manage and lead their team effectively, to complete relevant tasks and to motivate, support and develop the team and its individuals so that they deliver a consistently high performance. Resolving issues and problems, and making sound decisions forms part of every day work. Managers, therefore, require excellent communication skills, learning to engage and involve others in the 'best possible way' to ensure all achieve their respective goals. The professional manager balances these requirements and leads the team to achieve both effective results and successful performance.

### Target Audience

The ILM Level 2 Award in Team Leading aims to give practising or potential team leaders, supervisors and first line managers the basic building blocks for their formal development as someone responsible for people development.

**Programme Objectives** By the end of the programme developing managers will be able to:

**Aligned to the ILM L2 Award in Team Leading and the needs of your organisation.**

- Describe the role of team leaders and line managers in the organisation and their responsibilities
- Utilise feedback techniques to enhance their own performance and that of the team through more efficient communication
- Define key ways that the team can be positively motivated and put these into practice to drive performance and reduce areas of underperformance
- Effectively implement techniques to monitor the team's output and improve productivity within the policies and procedures that the organisation expects

## Programme Content – 4 days (additional days may be added)

Includes three mandatory units from the ILM L2 Award in Team Leading and relevant workbooks.

- Developing Yourself as a Team Leader M2.01
- Motivating the Work Team to Perform M2.02
- Planning & Monitoring Work M2.03

### Induction – The ILM Programme (Day1)

- Welcome to the ILM programme
- Certification and assignment criteria

### Developing Yourself as a Team Leader

- Exploring the roles and responsibilities of a team leader
- Limits of authority and accountability and how these are defined
- Range of leadership styles and their application in various situations
- Identify your areas of strength and possible improvement

### Team Working (Day2)

- Recognising an effective team
- The stages of team development and the practical actions a manager can take
- The importance of respect and trust and how to establish and maintain these
- Using constructive feedback
- Seek, accept and respond positively to feedback
- Feedback models
- Using feedback to improve personal and workplace performance

### Motivation (Day 3)

- Theories of motivation
- Identifying what motivates people at work
- Exploring motivational factors within a team
- Applying techniques to motivate the team
- Effective motivation through communication

### Performance Management (Day 3)

- Identify the organisation's performance requirements
- Identifying required standards of performance and addressing underperformance
- Setting SMART Objectives
- Coaching to ensure success
- Coaching skills using GROW Model

### Planning and Monitoring work (Day4)

- Working effectively within the organisation's policies and procedures
- Techniques for planning
- The importance of knowing individual team members strengths
- Techniques for scheduling work
- Techniques for prioritising work
- Decision making process
- The art of Delegation
- Allocating work fairly
- Techniques for monitoring the teams work

### The Programme is Completed with:

- Reflective Reviews - short answer questions on:
  - Developing yourself as a team leader
  - Motivating the work team to perform
  - Planning and monitoring work
- An evaluation of the training programme
- Ongoing reflection of the 'Learner Journey' throughout the programme
- Action Planning and review
- Email support
- Team Health Assessment™ (12 week online support with 2 team health assessments)

## Programme Features - Flexible, Focused and Personalised

This programme of courses includes trainer presentations, facilitated interactive sessions and exercises, comprising discussion, debate and feedback to help build sound management and leadership knowledge and skills. Developing managers are required to complete 'flexible learning', complete 'workbooks' and a 'reflective review' during the programme to develop the required knowledge and understanding and complete the mandatory assessment process.

Programmes are delivered as flexibly as required to reflect organisational and group needs and **additional training and assignments may be added to form a wider management development programme.**

Complementary training may include Equality and Diversity, Managing Change, Time Management, Delegation and Prioritisation, Presentation Skills, Facilitation and Mediation Skills.

A 'Candidate Handbook', which contains all relevant information about the programme and the ILM qualification, will be provided to each developing manager at the initial workshop.

On successful completion of the 'assessment process' the manager will be presented with 'The ILM Level 2 Award in Team Leading certificate.

## Typical Delivery Schedule - (guideline 3 - 6 mths)

The following table gives an **example** of a typical delivery schedule:

<i>Event 1</i>	<i>Event 2 + 2 weeks</i>	<i>Event 3 + 2 weeks</i>	<i>Event 4 + 2 weeks</i>	<i>Event 5 + 4 weeks</i>
<b>1 - day</b>	<b>1 - day</b>	<b>1 - day</b>	<b>1 - day</b>	<b>1/2 - day</b>
<b>Workshop 1</b>	<b>Workshop 2</b>	<b>Workshop 3</b>	<b>Workshop 4</b>	<b>Presentation Post – Programme learning*</b>

Each programme can also be amended to meet specific requirements for guided learning hours and assessment set by the ILM and the Qualifications and Curriculum Development Agency (QCDA).

In order to complete this qualification, developing managers must submit and pass a work-based assignment and reflective review highlighting what they have learned through the qualification and how they have applied this to benefit the organisation.

Developing managers are normally given 4 weeks to complete assignments for assessment.

Assignments are set and marked by Catalyst as an accredited ILM assessment centre with Direct Claim Status (levels 2 & 3); with the final Award granted by the ILM as a QCDA recognised awarding body within the National Qualification and Credit Framework.

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## Investment Options

**ILM Level 2 Programme – e.g. 4 days, up to 10 managers: £8,250.00 + vat (£825.00 per head)**  
Team Health Assessment™ Programme included

### Post-Programme Support

4 x half days including 4 x 90 minute **Action Learning Sets** over a 2 - 4 month period to assist the group implement their Action Plans and embed learning and '1 – 1' support: **£3,500.00 + vat**  
or **£1,100 per day**

**Pre-programme briefing / Presentation & Award Ceremony: £450.00 + vat per ½-day event**

**Course Design & Development** (not normally required): **£550.00 + vat per day**

**Additional Assignments** (marking with feedback): **£75.00 + vat each**

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### Services Include:

- Pre-programme meeting and programme agreement
  - Management of consistent and vetted ILM management training team
  - 4 – 6 days of leadership & management training, coaching & facilitation
  - **E-mail coaching support** to assist developing managers with assignment completion and application of learning back into the workplace
  - All supporting programme material in colour and reflective review material including **Personal Development Organiser**
  - Initial and subsequent web based **Team Health Assessment Programme™**
  - 6 months Membership of the ILM
    - Online access to Learning Zone – a 'toolkit' to hundreds of management sessions, video tutorials, guides and factsheets to increase leadership impact
    - ILM Certificate on successful completion
    - Invitations to Networking & Events
    - Exclusive Membership discounts
    - Professional Recognition with nominal letters when you upgrade to full membership
  - ILM Qualification and all marking of 'workbooks' and 'reflective review' with feedback
  - **One free re-take** for any 'Referred' assignments with feedback support
  - All administration to support and process the ILM Awards
  - Review Meeting
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### Optional Services Include:

- Action Learning Sets and one-to-one support to assist developing managers with assignment completion and application of learning in the workplace
  - Pre-Programme briefing for developing managers
  - An Award Ceremony for managers to make a presentation, celebrate success and present ILM certificates
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## About The Institute of Leadership & Management (ILM)

The Institute of Leadership & Management is the UK's largest management body, combining industry-leading qualifications and specialist member services.

ILM is founded on the principle that skilled managers and leaders hold the key to creating productive workforces that deliver organisational and economic success. Our qualifications and membership services combine to drive up the standards of leadership and management and improve individual and team performance.

In 2009, 90,000 people enhanced their leadership and management skills with an ILM qualification, while over 30,000 ambitious management professionals secured increased professional recognition and support through ILM membership.

## About Catalyst Learning & Development

**Learning Excellence, Positive Engagement...and a Measurable Return on Investment!**



**Catalyst has Direct Claim Status at Levels 2 & 3**

Established in 1988, Catalyst has a reputation for delivering effective and measurable learning, development and coaching services with specialist training and coaching teams.

Catalyst's Leadership programmes offer national qualifications utilising web-based assessments, work based assignments offering a real return to the stakeholder, reflective review and coaching to embed behaviour and develop confidence and well-being to the learner.

Recognising the need for a measurable return on investment Catalyst believes passionately in the power of learning and development to create tangible results for both the organisation and the individual learner.

Our 'Action Based, People Centred' approach to leadership and management is clearly evidenced by our alignment with the Institute of Leadership and Management for which we hold direct claim status at levels 2 and 3.

We believe coaching and mentoring is fundamental to embed real behavioural change into the workplace enabling the permanent application of new skills and knowledge.

Our unique Action Plan Support Programme™ and Action Learning Sets are included in a range of flexible coaching and development services.

## Our Shared Success...

The key to our shared success is unquestionably our people - their wealth of experience, passion, flexible approach and sheer enthusiasm to consistently meet and exceed the demands made of them!