

## ILM Level 2 Award in Team Leading

### *What is the ILM Level 2 Award in Team Leading?*

The ILM Level 2 Award in Team Leading qualification is designed to give practicing or potential team and cell leaders the foundation for their formal development within this role. The program's main objectives are to assist participants in gaining the basic knowledge required by a team leader and to develop basic team leading skills. ILM Qualifications are designed to improve your performance in the organisation through their strong focus on your specific job role. These highly practical programmes can generate significant payback for your employer in terms of cost savings and quality improvements in your workplace.

### *Who is it for?*

ILM Team Leading qualifications are for those people who are working in formal teams or groups, whether as team leaders/co-ordinators, or team members. The qualification is equally suitable for members of self-managed teams. They may work in factories, offices, hospitals, call centres, on building sites, in childcare or leisure centres. Wherever people and resources are employed, Team Leaders with an ILM Award in Team Leading qualification ensure that they are employed effectively.

### *Do I need any qualifications to attend?*

Participants will normally be either practicing or aspiring team or cell leaders. There are no formal educational requirements. Learners should have an educational background that will enable them to benefit from the programme.

### *What's involved?*

Our ILM Level 2 Award in Team Leading public programme runs for one day a week over 5 weeks. Each session is highly participative and brings in examples from everyday work situations as illustrations. At the end of the course you will complete a knowledge assessment based on each unit.

### *Developing yourself as a team leader (1 Day)*

#### **Unit aim(s)**

To develop an understanding of developing yourself as required by an effective practising or potential team or cell leader.

#### **By the end of this session you will:**

- ▶ Understand the roles, functions and responsibilities of the team leader; and the limits of his/her authority and accountability
- ▶ Know how to seek, accept and respond positively to feedback on personal performance to improve workplace performance

#### **This workshop content will include:**

- ▶ The various roles, functions and responsibilities of a team leader – depending on workplace and limits of authority and accountability
- ▶ Personal skills and abilities for effective team leading
- ▶ Ways of obtaining feedback from others
- ▶ Receiving and responding positively to feedback
- ▶ Personal action planning techniques

## Leading your work team (2 Days)

### **Unit aim(s)**

To develop an understanding of leading your team required by a practising or potential team or cell leader

### **By the end of this session you will:**

- ▶ Understand the difference between leadership and management
- ▶ Understand a range of leadership styles, their use and potential impact on individuals and outputs
- ▶ Understand self-managed teams

### **This workshop content will include:**

- ▶ Difference between leadership and management, and the need for each of them
- ▶ Range of leadership styles - their uses, associated behaviours and potential impacts on individuals and outputs/performance
- ▶ Characteristics of a team and how it differs from a work group
- ▶ Benefits to the organisation and the team members of team working
- ▶ Simple techniques for building an effective team

## Motivating the work team to perform (1 Day)

### **Unit aim(s)**

To develop an understanding of motivating teams to perform as required by a practising or potential team or cell leader

### **By the end of this session you will:**

- ▶ Understand the organisation's requirements in relation to individual performance
- ▶ Understand how to address underperformance
- ▶ Understand what motivates people

### **This workshop content will include:**

- ▶ Organisational employment policies, e.g. relating to time-keeping, absenteeism, conduct, level of performance, attitude and behaviour in relation to team member performance at work
- ▶ Ways to identify areas of concern or under-performance
- ▶ Simple motivation models at work
- ▶ Blending personal objectives with organisational objectives
- ▶ Using rewards (behavioural) and positive feedback to optimise performance

## Workplace communication (1 Day)

### **Unit aim(s)**

To develop an understanding of communication as required by a practising or potential team or cell leader

### **By the end of this session you will:**

- ▶ Understand the communication process
- ▶ Understand methods of communication
- ▶ Understand the importance of maintaining accurate records of one-to-one communication

### **This workshop content will include:**

- ▶ Stages in the communication process
- ▶ Barriers to communication and how to overcome them
- ▶ Aspects of face-to-face communication, including appearance, impact, body language
- ▶ The importance of succinct and accurate records of one-to-one oral communication
- ▶ Reasons for maintaining records of one-to-one communication (e.g. potential disciplinary or legal issues)