

First Line Leadership and Management

5-day Split Programme
+ up to four
Leadership Exchange Events

‘Learning the Skills, Knowledge and Behaviours to Lead, Organise and Motivate Teams and Individuals’

Scenario	Leadership is an essential part of the ‘manager role’ at all levels. The skills, knowledge and behaviours required by an effective leader are distinct from those of pure management. By focusing on the people we manage; and understanding when and what kind of leadership is required, we can improve our own performance and that of our teams.
Audience and Benefits	Team Leaders and First Line managers wishing to consolidate and build upon their current skills, knowledge and behaviours for improved performance with an option to complete an internationally recognised qualification.
Objectives	By the end of this programme you will better: <ul style="list-style-type: none">▪ Understand the nature of leadership and how it relates to management▪ Establish and maintain effective teams▪ Communicate clearly and assertively in the workplace▪ Solve problems and make decisions▪ Manage the performance of teams and individuals

About the Leadership Exchange Suite; Networking for Success with Leadership Exchange Events

In a global environment of accelerating change, where competitive advantage and increased commercial acumen is critical, the demand for more effective leadership for UK success has visibly increased.

Strengthening a sustainable leadership pipeline to meet the challenges facing our world today ensures we position ourselves for the best chance of success.

Building Confidence, Awareness, Insight and Skills

Quite simply, we arrange for participating managers to visit each others’ place of business to consider how differing organisations create and implement their own ‘unique’ culture; to feel and observe ‘first hand’ how other organisations actually work.

Each of our **three leadership programmes** is designed to develop management and leadership skills at the appropriate level, explore best practice with networking opportunities, enable managers to be more pro-active in their current role and equip them with skills they will need within their role and as promotion opportunities arise.

Additionally, each organisation is consulted on their particular direction for specific manager outcomes to deliver a practical, focused and results-driven programme; networked for success.

Content - All modules are 1 day. Each module is a stand-alone course. Modules do not have to be taken in order. For ILM unit detail and options turn to page 4 - 6.

Day 1 - **Excelling as a Leader**

ILM unit 308

- Leadership styles – what to use and when
- Leadership qualities – increase your confidence as a leader - self-assessment and review
- Leadership behaviours – traits of a great leader
- Inspiring others to action

Day 2 - **Winning Teams and How to Grow Them**

ILM unit 309

- How to grow a winning team – and what it looks like
- Understand how successful teams work
- Achieving synergy for collective success
- Maintaining positive working relationships
- Building resilience with effective delegation

Day 3 - **Communicating for Maximum Impact**

ILM unit 326

- The importance of the communication process
- Influencing and persuading
- Methods of communication and assessing your own communication effectiveness
- Achieving greater clarity and speaking with confidence

Day 4 - **Decisive Problem Solving**

ILM unit 300

- Analysis of the present situation; define, identify
- Investigating and evaluating solutions; diagnose, resolve
- Decision making techniques for decisive action
- Constructing and recommending a solid business case to influence decision makers

Day 5 - **Managing Individual Performance and Motivations**

ILM unit 323

- Assessing performance to meet organisational and individual needs the SMART way
- Constructive feedback for positive outcomes
- Motivating conversations for success
- Increasing motivation and commitment to help others fulfil their potential
- Managing underperformance

Activities and Features

All modular programmes involve a variety of interactive learning activities including facilitator-led discussion, small work groups, learner research and presentation, self-assessment and reflection, trainer feedback, workplace scenarios and case studies.

Leadership Exchange and host days are encouraged to feel and observe ‘first hand’ how middle managers from other organisations work – and report back on their differing approaches. Modules may be attended individually, however, qualification for Leadership Exchange and Host events is secured with a minimum of five leadership modules.

WhatsApp Groups

DiSC™ Personality Profile

Aspiring Leadership Observation Log

Action Planning for integrating new principles into practical applications is included with each programme.

Programme Investment

and ILM Level 3 Care Package

5-day Split Programme
Completed over 4 – 6 months
Up to four Leadership Exchange Events
Up to 12 Aspiring Managers

Designed for team leaders, new managers and those who have been managing for up to two years. Programmes commence monthly and include evidence of working Action Plans, optional exchange events with an **Aspiring Manager Observation log** and optional ILM assignments with the ILM Level 3 Award Care Package.

Programme Investment

£1,875 + vat per manager (In-company programmes available – please call to discuss)

Optional ILM Level 3 Award Care Package This programme is delivered at ILM Level 3. For participants wishing to gain formal qualification with the ILM, the leadership arm of the City & Guilds Group, a fee of **£425 + vat** secures up to twelve months of support to complete two or three assignments.

Services Included

- Pre-programme briefing, itinerary and **Motivational Insights™ assessment**
- All supporting programme and reflective review material
- **Action Planning** after each training day and evidenced at subsequent events
- **Aspiring Manager Observation Log** to complete either at work or on exchange or hosting days
- Training and coaching by an experienced SML Partner including Motivational Insights™ discussion to gain clarity of motivational and development opportunities
- **Email and telephone coaching support** for duration of programme and up to six months
- Professional Manager Networking session and WhatsApp groups for ongoing networking
- Initial and subsequent web based 12-week **High Performance Team Assessment™**
- Administration for up to four Exchange and Host events (optional)
- Delivered in central London at Russell Square or Enfield Lock with lunch and refreshments
- **Square Mile Leadership Certificate** of completion
- **Flexibility** to attend a **catch-up day** and one **free refresher day**

Optional ILM Level 3 Care Package

- Student membership of the ILM offers access to invaluable tools and resources and lasts for the length of your programme or a minimum of six months
- Square Mile Leadership assesses, verifies and administrates the whole assignment process
- **Flexibility to choose** any two or three of the units delivered to best support the manager and their organisation – discussion available
- Square Mile Leadership Includes **one free refer** per assignment
- Assignments are supported with a sufficiency descriptor, administration and coaching support
- ILM resources include:
 - Learning Zone: an online toolkit with access to hundreds of management e-learning materials
 - Edge online: the latest management news and exclusive articles direct to your inbox
 - ILM Certificate on successful completion



ILM Level 3 Award Care Package Leadership & Management

‘Learning the Skills and Knowledge to Lead, Organise and Motivate Teams’

Now that you have started your leadership journey you have an opportunity to gain an internationally accredited leadership and management qualification with ILM, part of the City & Guilds Group. ILM is recognised internationally in eighty countries.

Completing assignments to support both the strategic outcomes of your organisation and your individual needs, an ILM qualification is designed to offer you the time to think, commit, learn and apply new skills, gain greater confidence in your role and further improve your performance.

Square Mile Leadership delivers and supports ILM leadership programmes to improve confidence, awareness and insight towards greater success for you and your organisation.

The Square Mile Leadership ILM Care Package supports your development to positively respond to the challenges of ever increasing competition, changing standards, staff and customer demands.

Who is this Qualification for?

This qualification is ideal for personnel with management responsibilities who are serious about developing their abilities with a recognised and transferable accreditation.

It's particularly suited to practising team leaders seeking to move up to the next level of management, existing managers with no formal recognition and those who need to lead people through organisational change, budget cuts or other pressures.

Benefits

- Become a more effective and confident first-line manager
- Achieve better relationships and communication with teams
- Workplace-based assessments ensure your new skills are effectively put into practice
- A broad range of key management skills – each qualification can be tailored to your needs from the units delivered
- Motivate and engage your team more effectively
- Manage relationships confidently
- Achieve a nationally and internationally recognised award with the Institute of Leadership and Management

ILM Care Package Investment

To qualify: Attend the five-day **First Line Manager Programme with Leadership Exchange and Host Events** delivered by Square Mile Leadership.

Six month ILM Level 3 Care Package for two or three assignments: £425 + vat

Contact Nick Horan on 0207 436 3636 to discuss your requirements and answer any questions on the flexible options available.

Full Services Include

- ILM Level 3 Care Package discussion to scope the most effective completion of two or three assignments with online support for up to six months
- Square Mile Leadership mentor throughout including a discussion to determine the units you wish to complete
- On-line tutorials, telephone, email, skype and face to face support on training days as required with assignment completion and application of action learning back into the workplace
- Assignment support with sufficiency descriptors
- Full ILM administration and coaching support
- Level one Client Service support to positively challenge deadlines and manage extensions
- Student membership of the ILM for a minimum of six months
- Online material with access to the Learning Zone offering a wealth of management sessions, video tutorials, guides and factsheets to increase leadership impact
- ILM Certificate on successful completion
- All marking of 'assignments' with feedback support and a free re-take for any 'referred assignment'

About Square Mile Leadership Services

- Trust in our relationship with pre-programme scoping discussion with your Square Mile Leadership trainer/mentor
- Alignment to your needs offering full consultancy and online development including qualification materials
- Commitment to embed new behaviour with a range of initiatives to assist in active recall including coaching, action plans, reflective reviews and assessments where required and access to the Square Mile Professionals Network with Exchange and Host opportunities to observe and reflect upon leadership and reputational standards
- Consistency and professional excellence with a team of experienced leadership trainers, facilitators and coaches approved to ILM standards
- Transparency of service with full online facilitator feedback and face to face support on training days
- Value with a commitment to gaining a return on your investment and a return on your expectations
- Flexibility of service offering networking, exchange and hosting days
- Simplicity of administrative support

Our Commitment to You

- **To deliver professional excellence in:**
 - Our relationship with you and your organisation
 - Our effective delivery of the ILM level 3 Care Package
 - The administration and managed support of these services
- **A consultative approach to:**
 - Responsively listen to your needs and agree your objectives
 - Deliver effective online learning and development interventions
 - Encourage you to action newly learned skills and positive behaviour through a variety of blended learning interventions and the Square Mile Professionals Network
 - Increase your level of leadership skill, professionalism, confidence, motivation and a network of professionals

First Line Manager Choice of Assignments - ILM Level 3 Award in Leadership and Management

Choose two or three ILM 3 assignment units, that best suit your development needs, to achieve the ILM Level 3 Award. We recommend that you discuss your options with your line manager or a member of the SML delivery team.

Award Minimum 4 credits; through discussion with SML or their line manager, participants choose to complete two or three assignments, each with a nominal 1250-word count

Flexibility of training **Managers may start their programme at any time - the order in which units are completed is entirely flexible.**

ILM 3 units	Learning Outcomes and Indicative Content	All units are 1 day modules
	Title	
8600-308 Credits 2	<p>Understanding leadership</p> <ul style="list-style-type: none"> Understand leadership styles (the various skills, knowledge and behaviours required for different leadership situations; various models including Adair and Kouzes & Posner) Understand leadership qualities and review own leadership qualities and potential (self-assessment tools, reflection and action planning for further development) 	
8600-309 Credits 1	<p>Understanding how to establish an effective team</p> <ul style="list-style-type: none"> Understand how to develop and maintain effective working relationships (formation, communication, trust) Understand how to build a team (including team roles and Tuckman's model of team development) 	
8600-326 Credits 2	<p>Understanding the communication process in the workplace</p> <ul style="list-style-type: none"> Understand the nature and importance of the communication process in the workplace (the communication cycle, barriers and how to overcome them) Understand the methods of communication (oral, written and non-verbal communication) Be able to assess own effectiveness in communication (reflection on own performance and action planning) 	
8600-300 Credits 2	<p>Solving problems and making decisions</p> <ul style="list-style-type: none"> Know how to describe a problem, its nature, scope and impact (analytical tools, objective setting) Know how to gather and interpret information to solve a problem (research and presentation of data) Know how to evaluate options to make a decision (evaluation and decision-making techniques) Know how to plan, monitor and review the implementation and communication of decisions (planning and monitoring techniques) 	
8600-323 Credits 2	<p>Understanding performance management</p> <ul style="list-style-type: none"> Understand the value of assessing performance to meet organisational and individual needs (the nature of assessment and the manager's role) Know how to manage performance of individuals in the team (fairness, SMART objectives, standards) Understand the value of feedback in the workplace (effective feedback techniques, elements of coaching) Know how to manage underperformance in the workplace (coaching and other management interventions) 	



Square Mile Leadership is the Leadership Professionals Network arm of Catalyst Learning & Development Limited.