

## ILM LEVEL 3 QUALIFICATIONS IN FIRST LINE MANAGEMENT

The ILM Level 3 qualifications in First Line Management have been specially designed to give practising or aspiring first line managers a solid foundation in their formal development as a manager.

**The Award** in First Line Management is a concise qualification which gives an introduction to the basic skills, knowledge, and understanding required by today's first line manager. The mandatory unit in 'Solving Problems and Making Decisions' is designed to develop practical techniques for tackling managerial problems and decisions from gathering and interpreting information through to the effective communication of outcomes.

**The Certificate** provides a more comprehensive programme that builds and broadens the skills and knowledge gained in the Award (please note candidates may join the Certificate directly and are not required to undertake the Award as a prerequisite). Here organisational change is explored, giving participants a deeper understanding of this critical workplace issue and providing them with the tools to plan for and deal with organisational upheaval. The crucial skill of time management is also explored in the fourth mandatory unit for the Certificate.

**Flexibility** – all candidates are able to choose from a diverse range of optional units to build their qualification. This high level of flexibility allows individuals or their employers to custom build a qualification focusing on the key areas of first line management that are most relevant to the demands of a specific role, industry or organisation. From managing health and safety to planning change in the workplace, the ILM First Line Management qualifications can be fully tailored to meet the varying needs of learners across all employment sectors.

By the end of these qualification programmes you will:

- Have a greater understanding and insight into the management role, the duties, responsibilities and expectations;
- Know how to build successful teams by understanding the stages of team development, individual preferences to tasks and activities;
- Be more self aware about your own behaviour as a manager and the impact this has on your team;
- Know how to communicate with others to avoid conflict situations;
- Know how to carry out effective Appraisals and Supervision using questioning and listening skills;
- Know how to motivate staff by adapting management style and approach to individuals;
- Be equipped to manage your time more efficiently through delegation and prioritisation;
- Have experienced the benefits of job shadowing and how this has positive results for the team;
- Understand the fundamentals of decision making and problem solving using tried and tested models and techniques;
- Have increased in confidence and credibility and be able to present information to others;
- Have identified ways in which to further develop yourself, reduce limited beliefs, and build confidence and credibility.

### 3CCCs – Leveraging Human Potential