

MANAGEMENT ILM - CERTIFICATE IN FIRST LINE MANAGEMENT



Course Objectives

- To assist participants in gaining the knowledge required by a Manager
- To develop management skills in order to make an effective contribution to the company's success

Location:

NLT Training or employers premises if suitable

Duration:

15 Days

Designed For

Practising First Line Managers

Course Content

The programme consists of 120 guided learning hours, 20 notional credits over a 2 year period made up of 15 x 1 day workshops covering the following topics:

Mandatory Units

- Problems and Making Decisions
- Understanding Change in the Workplace
- Planning change in the Workplace
- Achieving Objectives through Time Management

PLUS Optional Units to the Value of 13 credits

- Coaching & Training your Work Team
- Working with Costs & Budgets
- Introduction to Leadership
- Organising and Delegating
- Building the Team
- Motivating to Perform in the Workplace
- Developing Yourself & Others
- Managing Health & Safety at Work
- Recruiting, Selecting and Inducting New Staff in the Workplace
- Understand the Communication Process in the Workplace
- Giving Briefings and Making Presentations in the Workplace
- Managing the Employment Relationship
- Managing Conflict in the Workplace
- Managing Stress in the Workplace
- Effective Meetings for Managers

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