



## Skills for Managers



### ILM Award and Certificate in First Line Management

#### Overview

These level 3 programmes reflect the development needs of first line managers and share common features with the "Skills for Supervisors" programme to ensure consistency and coherence. They aim to assist participants in gaining the knowledge required by a first line manager, and to further develop management skills. They are delivered by trainers who have experience of management in practice.

#### Course Content

##### Award in First Line Management

- problem solving and decision making
- time management
- understanding customer needs
- team building
- motivation
- communication and feedback

##### Certificate in First Line Management

For participants who have already completed the 'Award'

- planning and managing change
- presentation skills
- leadership
- managing conflict
- managing stress
- recruitment and selection
- providing quality
- delegation
- performance management
- meetings

#### Who Should Attend

There are no formal entry requirements, but participants will normally be either practising or aspiring managers with the opportunity to meet the assessment demands, and have a background that will enable them to benefit from the programme. A basic understanding of literacy and numeracy is required; appropriate support and assistance is available. Participants who wish to complete the Certificate in First Line Management must first complete the Award in First Line Management.

#### Assessment

There is no formal examination for this course. Assessment is achieved through practically based activities designed to enable participants to demonstrate understanding of the topics and their ability to apply the knowledge into relevant activity. This will include work based projects and reflective reviews.

#### Duration

Award - 42 hours      Certificate - an additional 88 hours

#### Certificate

On completion participants will achieve the Award in First Line Management or Certificate in First Line Management as appropriate, awarded by the Institute of Leadership and Management.

#### Progression

Successful candidates with appropriate job roles may progress onto the level 4 and 5 ILM Awards in Management offered by Tyro Training. Further management skills training is available through the wide range of short workshops offered by Tyro Training.

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