



## ILM Level 2 Award in Team Leading

### What is ILM?

**The Institute of Leadership and Management** is the UK's premier management organisation. As part of City & Guilds, their aim is to improve leadership and management performance across all industries, through a range of flexible learning and development solutions and work-based qualifications.

As an accredited ILM centre for many years, Tickety-Boo Training has enabled practising and aspiring first line managers to increase their performance and therefore progress their career. Many organisations we have worked with have found practical solutions to the challenges they face, whilst giving a significant return on the initial training investment through learners' work-based assessments.

**Who should attend?** This programme is suitable for existing supervisors and team members who are showing potential to be promoted to a supervisory or team leader position.

**What does it cover?** Units - Developing yourself as a Team Leader/Supervisor. Improving performance of the work team. Planning and monitoring work.

This is a 3 day programme plus presentation.

## ASSIGNMENT TASK for Unit: Developing yourself as a team leader

**TASK** The purpose of the unit is to enable you to develop yourself as a team leader

Effective Team Leaders understand their roles, functions and responsibilities; and the limits of their authority and accountability. They also know how to seek, accept and respond positively to feedback on personal performance to improve their workplace performance.

In order to complete this task you will need to create a personal development plan. You will need to identify current strengths and weaknesses and areas for improvement. A part of this will be outlining the role of a team leader and the impact they have on their team. Think about how you interact with your team, gathering feedback from your team on this, as well as your performance as a team leader in general. Once you have identified areas for improvement you will need to develop a plan to achieve this with clear criteria for measuring success.

You could include feedback from your line manager in addition to that of your colleagues. You may have other documentation you could use such as a Personal Development Review from your workplace.

Your plan should include:

- Stage 1. What needs to be developed
- Stage 2. What actions/development needs to be done to achieve this
- Stage 3. How success will be determined
- Stage 4. Target date for completion

**NOTE:**

*If you are not currently working within an organisation, then you may complete this task in relation to an organisation with which you are familiar. This could include experience working in a voluntary capacity. You should plan to spend approximately 5 hours preparing for and writing or presenting the outcomes of this assignment for assessment. The 'nominal' word count for this assignment is 1000 words: the suggested range is between 800 and 1500 words.*

*Check your assignment carefully prior to submission using the assessment criteria.*

<i>Please use the headings shown below when writing up your assignment</i>	<b>Assessment Criteria</b>
<b>Understand the role and responsibilities of the team leader.</b>	Outline the role of the team leader (12marks)  List the responsibilities of the team leader within the team (8marks)  Outline the limits of the team leaders authority and their accountability (12marks)  Give an example of a situation where they would need to refer to someone with senior authority (8 marks)
<b>Be able to seek feedback on their workplace performance to identify strengths, weaknesses, and areas for improvement</b>	Gather feedback on own performance from different sources (12 marks)  Interpret the feedback and list areas for improvement (20marks)  Prepare an action plan to address weaknesses and improve performance (28marks)

By submitting I confirm that this assessment is my own work

## ASSIGNMENT TASK for Unit: Improving performance of the work team

### TASK

The purpose of this assignment is for you to develop an understanding of the organisational goals of the team and how to motivate team members to achieve these.

You will need to prepare materials (such as handouts, OHP (Power-point) slides) for giving a presentation to your team outlining what the organisation expects your team to do to achieve their performance targets. You will need to demonstrate how individual team members contribute to the team's objectives and to suggest actions for improvement where underperformance may occur. These improvement activities would relate to a motivational theory to justify how you can encourage team members to achieve their objectives.

### NOTE:

You may want to relate your answers to an organisation that you work in. If you are not currently working within an organisation, then you may complete this task in relation to an organisation with which you are familiar. This could include experience working in a voluntary capacity.

You should plan to spend approximately 7 hours preparing for and writing or presenting the outcomes of this assignment for assessment. The 'nominal' word count for this assignment is 1000 words: the suggested range is between 800 and 1500 words.

Check your assignment carefully prior to submission using the assessment criteria.

Please use the headings shown below when writing up your assignment	Assessment Criteria
<p><b>Understand the organisation's requirements in relation to team performance</b></p> <p>You will need to establish what the organisation expects from your team that meets their productivity performance levels and for you to determine how this can be achieved by providing clear (SMART) objectives for the team to achieve.</p>	<ul style="list-style-type: none"> <li>• Outline the organisations requirements of the team in line with company policy (12 marks)</li> <li>• Outline the teams objectives in achieving organisational targets (12 marks)</li> <li>• Explain how individual performance of team members affects the overall performance of the team (16 marks)</li> </ul>
<p><b>Understand how to address underperformance</b></p> <p>In instances where the team is not meeting its agreed performance levels, you will need to identify actions that could be taken to rectify this underachievement.</p>	<ul style="list-style-type: none"> <li>• Identify indicators of underperformance in relation to own team (8 marks)</li> <li>• Explain the possible causes of underperformance (12 marks)</li> <li>• List actions that could be taken to rectify underperformance (8 marks)</li> </ul>
<p><b>Understand the role of motivation in improving performance</b></p> <p>In your presentation materials you should be able to show how you could apply a motivational theory to ways for addressing under-performance.</p>	<ul style="list-style-type: none"> <li>• Outline a recognised theory of motivation (12 marks)</li> <li>• Describe actions that can be taken to motivate own team and improve performance linked to a theory of motivation (20 marks)</li> </ul>
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## ASSIGNMENT TASK for Unit: planning and Monitoring Work

### TASK

The purpose of the unit is to enable you to develop an understanding of the effective planning and monitoring of work as required by a practising or potential team or cell leader

This task requires you to develop a project plan to achieve a team or departmental goal. You will need to show how you plan and allocate work for a team inline with organisational policies. You will need to give example(s) of policy(s) that could influence your approach to planning. The planning of work needs to be focused on the team/departments contribution to the achievement of the organisations' goals so you will be required to illustrate this through demonstrating a clear understanding of the organisations' objectives and targets by linking your team/departmental goal to the overarching organisational goal(s).

You will need to demonstrate an understanding of the key stages in planning and allocating work and explain how you will do this including how you will ensure team members understanding of the requirements.

You will also need to show how you will monitor achievement of tasks against the plan and how you will address any underperformance.

### NOTE:

*You may want to relate your answers to an organisation that you work in. If you are not currently working within an organisation, then you may complete this task in relation to an organisation with which you are familiar. This could include experience working in a voluntary capacity.*

*You should plan to spend approximately 7 hours preparing for and writing or presenting the outcomes of this assignment for assessment. The 'nominal' word count for this assignment is 1000 words: the suggested range is between 800 and 1500 words.*

*Check your assignment carefully prior to submission using the assessment criteria.*

<i>Please use the headings shown below when writing up your assignment</i>	<b>Assessment Criteria</b>
<b>Understand how to work within the organisational guidelines to achieve team goals</b>	<ul style="list-style-type: none"> <li>• Identify an organisational policy that can have an effect on the planning and allocation of work (8 marks)</li> <li>• Give an example of a target or objective that a team is working to achieve (12 marks)</li> </ul>
<b>Understand how to plan and allocate work</b>	<ul style="list-style-type: none"> <li>• List the key stages when planning and allocating work (8 marks)</li> <li>• Describe how work is allocated to meet team objectives (20 marks)</li> <li>• Describe how to check that team members understand their allocated work (16 marks)</li> </ul>
<b>Understand how to monitor a team's performance against the plan</b>	<ul style="list-style-type: none"> <li>• Outline a method to monitor the team's performance against the plan (16 marks)</li> <li>• Describe an action the team leader could take to rectify underachievement against the plan (20 marks)</li> </ul>
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