



ILM Level 3 Award in Leadership and Management

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? The Level 3 Award in Leadership and Management is ideal for individuals who have management responsibilities but no formal training and are serious about developing their abilities.

This programme particularly supports practising team leaders seeking to move up to the next level of management, and managers who need to lead people through organisational change, budget cuts or other pressures.

What does it cover? Units – Leading and motivating a team effectively. Understanding the communication process in the workplace. Developing yourself and others.

This is a 4 day programme plus presentation.

Two unit assignments must be completed.

ASSIGNMENT TASK for Unit: Developing yourself and others

<p>TASK</p> <p>The purpose of this unit is to develop knowledge and skill in identifying and development needs and planning for their achievement.</p> <p>This task requires you to analyse your own and one other member of your team's development needs and learning styles. You should decide how you will plan to meet these development needs, what support mechanisms are available and how the development can be monitored.</p> <p>note: <i>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 researching your workplace context, preparing for and writing or presenting the outcomes of this assignment for assessment. The 'nominal' word count for this assignment is 1500 words: the suggested range is between 1000 and 2000 words.</i></p> <p><i>Check your assignment carefully prior to submission using the assessment criteria.</i></p>	
<p>Please use the headings shown below when writing up your assignment</p>	<p>Assessment Criteria</p>
<p>Know how to identify development needs</p> <p>Record the outcomes of the following and briefly explain how the techniques were used</p> <ul style="list-style-type: none"> • Use a recognised technique to identify the learning style (s) of yourself and another member of the team. • Use a simple technique to carry out a development needs analysis on yourself and one member of your team. • Identify any barriers to your learning that might occur and explain how these can be overcome. 	<ul style="list-style-type: none"> • Identify own learning style(s) and the learning style(s) of another member of the team (12 marks) • Use a simple technique for identifying own development needs and the development needs of another member of the team (12 marks) • Identify potential barriers to learning (12 marks) • Explain how barriers to learning can be overcome (12 marks)
<p>Know how to develop self and others to achieve organisational objectives</p> <p>Based upon the information gathered in section 1:</p> <ul style="list-style-type: none"> • Briefly analyse learning/development options for you and the other member of your team (<i>it is suggested that two options each would be sufficient</i>). • Identify support mechanisms, such as training resources, job rotation or coaching, for the development of yourself and the other team member. • Prepare a development plan to achieve one of the learning objectives either for yourself or the other team member. • Describe how a method such as a learning log could be used to monitor development. 	<ul style="list-style-type: none"> • Briefly analyse learning/development options to meet need(s) of self and another member of the team (12 marks) • Identify support mechanisms for the development of self and another member of the team (12 marks) • Prepare a development plan to achieve a learning objective for self or another team member (16 marks) • Describe a method that could be used to monitor the development of self and another member of the team (12 marks)
<p>By submitting I confirm that this assessment is my own work</p>	

ASSIGNMENT TASK for Unit: Leading and motivating a team effectively

<p>TASK The purpose of this unit is to understand the need for teams to have a sense of vision and purpose that reflects the organisation's, and the role that effective communication, motivation and individual and team development play in enabling this to happen.</p> <p>In order to demonstrate your knowledge of this you need to respond to all of the questions listed below.</p> <p>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 9 hours researching your workplace context, 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.</p> <p>Check your assignment carefully prior to submission using the assessment criteria.</p>	
<p>Please use the headings shown below when writing up your assignment</p>	<p>Assessment Criteria</p>
<p>Connect the team with vision and strategy</p> <p>Briefly describe an organisation and the identified team's role within it, outlining:</p> <ul style="list-style-type: none"> its vision and strategy the importance of having such a vision and strategy how the vision and strategy has been translated into objectives for the team <p>Explain how you can communicate to team members the team's objectives and how these will contribute to fulfilling the goals of the organisation.</p> <p>Assess how effective you were in communicating this common sense of purpose to the team, using feedback from team members and other evidence to help identify your strengths and areas for improvement.</p>	<ul style="list-style-type: none"> Explain the importance of the team having a common sense of purpose that supports the overall vision and strategy of the organisation (16 marks) Explain the role that communication plays in establishing a common sense of purpose (16 marks) Assess the effectiveness of own communication skills on the basis of the above (12 marks)
<p>Motivate and develop the team</p> <p>Describe how you would:</p> <ul style="list-style-type: none"> motivate a whole team to achieve agreed goals (using a specific theory or model of motivation to help you to explain your actions); motivate an individual member of a team to achieve agreed goals, (using a specific theory or model of motivation to help you to explain your actions); support an individual team member, giving practical examples of why this may be necessary; develop a whole team, to work effectively together as a team , giving practical examples of why this may be necessary; develop an individual team member to enable him or her to perform more effectively , giving practical examples of why this may be necessary. 	<ul style="list-style-type: none"> Describe the main motivational factors in a work context and how these may apply to different situations, teams and individuals (16 marks) Explain the importance of a leader being able to motivate teams and individuals and gain their commitment to objectives (20 marks) Explain the role that the leader plays in supporting and developing the team and its members and give practical examples of when this will be necessary (20 marks)
<p>By submitting I confirm that this assessment is my own work</p>	

ASSIGNMENT TASK for Unit: Understanding the communication process in a workplace

<p>TASK</p> <p>The purpose of this unit is to develop knowledge and understanding of the communication process in the workplace. By understanding the process and methods used you can improve your own effectiveness in achieving results.</p> <p>The task requires you to show an understanding of the process of communication and the main methods of communication and how to use them. You also need to complete a reflective self-assessment of your own communication skills and identify areas for performance improvement.</p> <p>NOTE: <i>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 8 hours researching your workplace context, preparing for and writing or presenting the outcomes of this assignment for assessment. The 'nominal' word count for this assignment is 1500 words: the suggested range is between 1000 and 2000 words.</i></p> <p><i>Check your assignment carefully prior to submission using the assessment criteria</i></p>	
<p><i>Please use the headings shown below when writing up your assignment</i></p>	<p>Assessment Criteria</p>
<p>Understand the nature and importance of the communication process in the workplace</p> <p>Show your understanding of the communication process by providing responses to cover these assessment criteria.</p>	<ul style="list-style-type: none"> • Explain the importance of effective communication in the workplace (8 marks) • Describe the stages in the communication cycle (8 marks) • Identify possible barriers to communication in the workplace (8 marks) • Explain how to overcome a potential barrier to communication (8 marks)
<p>Understand the methods of communication</p> <p>Show your understanding of the main methods of communication by providing responses to cover these assessment criteria.</p>	<ul style="list-style-type: none"> • Describe the main methods of written and oral communication in the workplace and their uses (12 marks) • Identify the main advantages and disadvantages of written methods of communication (8 marks) • Identify the main advantages and disadvantages of oral communication (8 marks) • Explain how non-verbal communication can influence the effectiveness of oral communication (8 marks) • Explain the value of feedback in ensuring effective communication (8 marks)

<p>Be able to assess own effectiveness in communication</p> <p>Select a method of communication e.g. giving briefings, e-mail, telephone that you use. Based on your knowledge of good practice in communication reflect on what your strengths and weaknesses are when using this method and prepare a short summary. Then identify and list any ways in which you could improve your performance as a communicator when using this method.</p>	<ul style="list-style-type: none">• <i>Assess own performance in a frequently used method of communication (16 marks)</i>• <i>Identify actions to improve own performance in communicating (8 marks)</i>
<p>By submitting I confirm that this assessment is my own work</p>	