



## ILM Level 4 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?** This programme is ideal for middle managers in large complex organisations through to those managing individual companies.

**What does it cover?** Units - Understanding the Management Role to Improve Management Performance and Motivating People in the Workplace

This is a 4 day programme plus presentation.

**ASSIGNMENT TASK for Unit:  
Understanding the Management Role to Improve Management Performance**

<p><b>TASK</b> The purpose of this unit is to demonstrate understanding of the middle management role and to be able to plan your own development.</p> <p><b>NOTE:</b> An ILM Assessment Task provides an opportunity to relate your learning directly to your current organisation. It is recommended that you discuss the assignment with your line manager to explore and agree how the task could be used to support the needs of your employer (as well as evidencing your learning as part of completing your ILM qualification).</p> <p>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</p> <p>The nominal word count for this assignment is 2000 words: The suggested range is between 1500 and 2500 words, however individuals have different writing styles, and there is no penalty if the word-count range is exceeded.</p>	
<p><i>Please use the headings shown below when writing up your assignment</i></p>	<p><b>Assessment Criteria</b></p>
<p><b>Understand the specific responsibilities of middle managers in enabling an organisation to achieve its goals</b></p> <p>Provide correct and appropriate goals and specific and measurable objectives that describe future outcomes or direction for the organisation, and to then go on to evaluate the extent to which the specific responsibilities of middle managers enable the organisation to achieve its goals.</p>	<ul style="list-style-type: none"> <li>• Describe the goals and objectives of your organisation (12 marks)</li> <li>• Evaluate the specific responsibilities of middle managers in enabling your organisation to achieve its goals (16 marks)</li> </ul>
<p><b>Understand how communication and interpersonal skills affect managerial performance in the workplace</b></p> <p>The second part of the task requires an evaluation of how interpersonal skills and communication skills affect managerial performance together with an evaluation of two or more strategies to overcome barriers to effective managerial communication and interpersonal skills.</p>	<ul style="list-style-type: none"> <li>• Evaluate how interpersonal and communication skills affect managerial performance (16 marks)</li> <li>• Evaluate strategies to overcome barriers to effective managerial communication and interpersonal skills (16 marks)</li> </ul>
<p><b>Be able to assess personal development opportunities to improve own managerial performance</b></p> <p>Assess the effect of own knowledge and skills and behaviour on own managerial performance and to produce a personal development plan based on identified areas for personal development.</p>	<ul style="list-style-type: none"> <li>• Assess own knowledge, skills and behaviour, and their effect on own managerial performance (16 marks)</li> <li>• Identify areas for personal development to improve own managerial performance (8 marks)</li> <li>• Produce a personal development plan to improve own managerial performance (16 marks)</li> </ul>
<p>By submitting I confirm that this assessment is my own work</p>	

## ASSIGNMENT TASK for Unit: Motivating people in the Workplace

<p><b>TASK</b> The purpose of this unit is to be able to examine how levels of motivation can be improved to increase performance in the workplace.</p> <p><b>NOTE:</b> An ILM Assessment Task provides an opportunity to relate your learning directly to your current organisation. It is recommended that you discuss the assignment with your line manager to explore and agree how the task could be used to support the needs of your employer (as well as evidencing your learning as part of completing your ILM qualification).</p> <p>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</p> <p><b>NOTE:</b> <i>You should plan to spend approximately 13 hours researching your workplace context, preparing for and writing or presenting the outcomes of this assignment for assessment.</i></p> <p>The nominal word count for this assignment is 2000 words: The suggested range is between 1500 and 2500 words, however individuals have different writing styles, and there is no penalty if the word-count range is exceeded.</p>	
<p><i>Please use the headings shown below when writing up your assignment</i></p>	<p><b>Assessment Criteria</b></p>
<p><b>Understand the factors that may affect performance and motivation in the work place</b></p> <p>Evaluate two or more theories of motivation that are clearly relevant to your workplace to provide a conclusion or recommendations, and evaluate the principal factors that may affect performance and motivation in the workplace to provide a conclusion or recommendations.</p>	<ul style="list-style-type: none"> <li>• Evaluate theories of motivation relevant to your workplace (28 marks)</li> <li>• Evaluate the principal factors that may affect performance and motivation in the workplace (20 marks)</li> </ul>
<p><b>Be able to improve levels of motivation and increase performance in the workplace</b></p> <p>Select and correctly apply an appropriate theory of motivation and then to evaluate the impact on performance in the workplace of applying the theory to provide a conclusion or recommendations.</p>	<ul style="list-style-type: none"> <li>• Select a theory of motivation and apply this to your workplace (24 marks)</li> <li>• Evaluate the impact applying the theory of motivation had on performance in the workplace (28 marks)</li> </ul>
<p>By submitting I confirm that this assessment is my own work</p>	