

ILM Development Award courses

ILM Appraisal Interview Development Award

Aim

To develop and enhance participants' performance in conducting appraisals and to build on their existing interviewing skills and techniques. Participants will adopt a structured and personal approach to the appraisal process.

Course Content

- Introductions – overview of the day, setting learning outcomes and ice-breaker
- Appraisals – their purpose and objectives
- The benefits of and barriers to appraisal
- A structured approach to appraisals – planning and preparation, conducting the interview and follow-up actions
- Developing rapport
- Interviewing skills and techniques – question technique, listening skills, giving and receiving feedback
- Setting goals
- Workshop review

Training methods/trainer style

The course is trainer-led, highly interactive and participative, using the following learning methods:

- Individual and group exercises
- Syndicate work, discussions and feedback
- Practical exercises
- Some trainer input

The trainer style is one that is structured and focused on learning outcomes. A relaxed and fun atmosphere is created that enhances the learning for participants.

Duration: 1 day

Accreditation: Institute of Leadership and Management (ILM) Development Award

ILM Assertiveness for All Development Award

Aim

This course is aimed at those who would like to improve their personal effectiveness and who need to achieve results through working with others.

Objectives

By attending this course, delegates will have the opportunity to:

- Identify their own personal blockages to being assertive
- Distinguish between aggressive, passive and assertive behaviour
- Review personal assertiveness in a variety of situations
- Practise acting in an assertive manner, by learning and developing assertiveness skills

Course Content

- Introductions – welcome, overview of the day, setting learning outcomes and ice-breaker
- Distinguishing between aggressive, passive and assertive behaviour
- Reviewing personal assertiveness in a variety of situations

Course bookings
and enquiries

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- Body language
- The benefits of being assertive
- Setting goals that matter
- Making positive personal statements about ourselves
- Building a strong self-image of success
- Being more resourceful in difficult situations
- Course review

Training methods and trainer style

An informal and relaxed approach is blended with focus, structure and fun. To ensure this happens, the course is trainer-led, using a range of training methods, including:

- Individual and group exercises
- Syndicate work
- Practical exercises and activities
- Self-assessment

Duration: 1 day

Accreditation: Institute of Leadership and Management (ILM) Development Award

ILM Practical Training and Coaching (Train the Trainer) Development Award

Aim

This programme aims to enable delegates who are new to the coaching role to develop effective instructional techniques. For delegates who are already in a coaching role, the programme will serve to refresh their ideas and ensure further development. An informal and relaxed approach is blended with focus, structure and fun using individual and group exercises, syndicate work, practical exercises and activities, and practical training sessions.

Objectives

- Discuss why training and coaching in the workplace is important
- Establish how they can help people learn
- Identify what planning and preparation needs to be carried out
- Learn how to adopt a structured and personal approach to training and coaching
- Develop appropriate training and coaching skills

Course Content

Day one

- Introductions to the workshop and other participants
- The benefits and barriers of training and coaching
- How people learn
- The structure of a training session
- Task analysis and question technique
- Practical demonstration by the trainer
- Summary of key learning points

Day two

- Planning and preparation for the practical sessions
- Practical training sessions with feedback and discussion
- Maintaining appropriate records
- Key principles and skills of performance coaching
- Practical coaching sessions, using the GROW model
- Course review

Course bookings
and enquiries

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Delegates work in small groups following a highly developed programme. They will be guided by a fully qualified trainer skilled in mentoring approaches and adult learning techniques.

Duration: 2 days

Accreditation: Institute of Leadership and Management (ILM) Development Award

ILM Presenting to Groups Development Award

Aim

- To enable participants to develop their confidence, skills and techniques in presenting to the group
- To identify what makes a successful presentation
- To discuss how to adopt a systematic, professional and practical approach to making presentations

Course Content

Day one:

- Introductions – overview of the day, setting learning outcomes and ice-breaker
- What is a presentation (a definition)
- Identifying why presentations succeed or fail
- The difference between presentations, one-to-one interactions and communicating in writing
- The practical things to be considered
- Planning and preparation
- How to structure a presentation
- Speech-making techniques
- Using PowerPoint to enhance your presentations
- Trainer demonstration to integrate key learning points from the day
- Summary of key learning points
- Briefing for day two

Day two

- Planning and preparation for individual presentations
- Individual presentations with feedback and discussion.
- The great balloon presentation
- Course review

Training methods/trainer style

This course is trainer-led – highly interactive and participative. It is delivered in a fun, focused and structured way. Some of the training methods are:

- Individual and group exercises
- Syndicate work
- Individual presentations
- Trainer input and demonstration

Duration: 2 days

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ILM Prioritising Time Development Award

Aim

This 1-day course provides a framework for individuals to examine how they currently use their time in their job and to develop realistic plans for improving their time usage. This course is aimed at anyone who is seeking to use their time more effectively and wants to achieve a less stressful time at work and home.

Objectives

- Clarify the role that time plays as a key resource
- Assess how they spend their time at work and identify where, and how, they could be making more use of their time
- Identify the time-related problems associated with their job
- Develop plans for improving the management of their time
- Explore what can be done about stress and develop strategies to ease stress

Course Content

- How do I spend my time? (Recording of time – a log will need to be kept over a period of 3 days prior to attendance on the course)
- Assessment of how time is spent on different activities – and what the barriers to time management are
- How to make better use of time in the future – a short presentation by participants
- The art of delegation – how to free up your time on priority activities
- How to set priorities and goals
- Recognising stress
- Strategies to ease stress
- Course review

Training methods and trainer style

An informal and relaxed approach is blended with focus, structure and fun. This course is tutor-led and a range of training methods are used, including:

- Time management questionnaire/time log – completion and assessment
- Individual and group exercises and activities
- A short presentation by participants
- Syndicate work

Duration: 1 day

Accreditation: Institute of Leadership and Management (ILM) Development Award

ILM Selection Interview Development Award

Aim

- What the stages of the recruitment and selection processes are
- The purpose of the selection interview
- How to adopt a structured approach to selection interviewing
- What other methods can be used to ensure quality selection decisions
- The skills and techniques that will enable management of the selection and interviewing process

Course Content

- Introductions – overview of the day, setting learning outcomes, ice-breaker
- Why good recruitment and selection is important
- The purpose of the selection interview
- Other methods to be used (other than the interview) to support the selection process

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- Writing job descriptions and personnel specifications
- Analysing CVs, application forms
- Planning and preparation for the interviewer and interviewee
- How to structure the selection interview
- The follow-up, after the interviews
- Interviewing skills and techniques
- How to improve the quality of selection decisions
- Course review

Training methods/trainer style

The course is trainer-led, highly interactive and participative, using the following learning methods:

- Individual and group exercises
- Syndicate work, with feedback and discussion
- Practical exercises
- Trainer input

The trainer style is one that is structured and focused on learning outcomes. A relaxed and fun atmosphere is created that enhances the learning for participants.

Duration: 1 day

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ILM Time and Change Management Development Award

Aim

- To review individual's personal use of time and to give participants some practical tools and skills to improve their own self management
- To identify the factors, processes and skills required for introducing change in the workplace

Course Content

Introductions

- Introductions and ice breaker
- Aims and overview for the day
- Individuals set their personal learning outcomes for the day

Barriers to Time Management

- Identifying the barriers to time management and exploring how to overcome them

Time Management techniques

- Time management tools
- Goal setting and action planning (including a practical exercise using SMART goals)
- How to prioritise (including the wheel of life exercise on how to prioritise the important areas of their job)

Planning Change

- Reviewing participant's personal experience of change
- Identifying the factors that influence the successful implementation of change
- The emotions and processes involved in change
- Implementing a change – personal action plan

Workshop Review

- Review of learning outcomes and course evaluation

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Training Methods/Trainer Style

The course is trainer led, highly interactive and participative, using the following learning methods:

- Individual and group exercises.
- Syndicate and group discussions
- Practical exercises

The trainer style is one that is structured and focused on learning outcomes. A relaxed and fun atmosphere is created that enhances the learning for participants.

Duration: 1 day

Accreditation: Institute of Leadership and Management (ILM) Development Award

ILM Effective Communication Development Award

Aim

On completion of the course, participants will be able to:

- Define effective communication
- Select the most appropriate methods of communication, in a variety of situations
- Give effective verbal instructions
- Identify how they can get more out of meetings they organise and attend
- Develop skills for dealing with, and influencing, difficult situations
- Identify your preferred communication style

Course Content

- Introductions – welcome, overview of the day, setting learning outcomes and ice breaker
- Effective communication – a definition
- Methods of communication, written and verbal, and their appropriateness of use in a variety of situations
- Guidelines for giving verbal instructions
- Making meetings work
- Dealing with difficult situations
- Communication style survey
- Course review

Training Methods/Trainer Style

The course is trainer led, highly interactive and participative, using the following training methods:

- Individual and group exercises
- Syndicate work, with feedback and discussion
- Practical exercises and role play
- Trainer input

The trainer style is one that is structured and focused on learning outcomes. A relaxed and fun environment is created that enhances the learning for participants

Duration: 1 day

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