

Introductory Certificate in First Line Management (ILM Introductory Certificate in First Line Management)

Aim

This programme is designed to provide an understanding of the concept and techniques of effective management and to give you the confidence to use those techniques in the workplace. This course is equivalent to the NVQ Level 3 in Management or Personnel.

Course Content

The programme will include the following:

- Leadership
- Building the Team
- Effective Communication
- One-to-one Communication
- Meetings
- Time Management
- Delegation
- Motivation
- Problem Solving Skills
- Using information for decisions
- Planning and Managing change

Duration: 5 days

Accreditation: Introductory Certificate in First Line Management from
Institute of Leadership and Management (ILM)

Course bookings
and enquiries

Telephone:
01702 214100

Fax:
01702 390488

Email:
pbt@prospectscollege.co.uk

Management Training Courses