

ILM Level 3 Award in First Line Management

Duration: 5 days

The ILM Level 3 Award in First Line Management, ILM Level 3 Certificate in First Line Management, and ILM Level 3 Diploma in First Line Management are qualifications that have been specially designed to give practising or aspiring first line managers a solid foundation in their formal development as a manager.

The Award is a concise qualification which gives an introduction to the basic skills, knowledge and understanding required by today's first line manager.

The mandatory unit 'Solving Problems and Making Decisions' is designed to develop practical techniques for tackling managerial problems and making decisions from gathering and interpreting information through to the effective communication of outcomes.

Course Overview

This practical course focuses on providing first line managers with a recognised qualification whilst sharing insight and learning on the fundamentals of management. The course, which is accredited by the ILM, can generate significant payback for your employer in terms of cost savings and quality improvements in your workplace. The course provides a toolkit of techniques to apply upon return to the workplace. In addition each delegate will receive one-to-one trainer feedback, on the course, to help them plan how they will apply their learning back in the work-place.

Learning Outcomes

Modules covered are:

- Solving Problems and making decisions (Mandatory)
- Achieving objectives through time Management
- Managing Performance
- Managing Conflict in the workplace

Pre Learning Requirements

Participants will normally be either practising or aspiring first line managers