



Introductory Certificate in First Line Management

Gain a formal Qualification to recognise your management skills

ILM Introductory Certificate in First Line Management

A short, flexible programme of classroom training, distance learning and individual tutor support that provides an introduction to a wide range of responsibilities for the first line manager and those with the ambition to lead. It is also an opportunity to gain an internationally recognised qualification that is rapidly becoming the standard for management development.

The programme delivers a tightly focussed package of learning, which can produce a rapid step change in performance. A practical work-based assignment is produced as part of the programme for external assessment by ILM as part of certification.

Candidates can join public scheduled one-day induction sessions delivered in our Hammersmith training centre or alternatively, this programme can be tailored to meet company specific needs and delivered on-site.



Robert Foster of Red Ochre receiving his Dell Axim from Senior Management Tutor Maureen Owens upon successful completion of his ILM Certificate in First Line Management. "I'm quite technical and didn't have all the leadership skills and vocabulary. Doing the course has filled in gaps in my knowledge and given me confidence. It has definitely helped my business"

Robert Forster – Red Ochre

The programme of study comprises:

- an online skills diagnostic and personal development plan
- a tailored programme of 34 hours training and development
- comprehensive online support materials from learndirect
- dedicated coaching and mentoring throughout your studies
- membership of the Institute of Leadership and Management

Candidates complete a quick online skills diagnostic to help identify the best selection of topics to study. The one-day induction workshop covers the three mandatory segments and lots of tips and advice on how to complete the segment reviews and prepare for assessment.

For many, the most useful part of the whole programme is the work-based assignment that is externally assessed by ILM. Candidates use all the knowledge they have gained from the programme to prepare a written report on a problem they are facing at work. They review options and develop solutions. There is plenty of invaluable tutor assistance, which is like having free consultancy to resolve business issues.

Introductory Certificate in First Line Management Each candidate studies ten segments – three of which are mandatory (in bold), plus a further 7 topics that are a personal selection from a choice of 74 options. Candidates may select no more than 3 topics from any one module.

C1 Managing Self

- C1.1 Time Management
- C1.2 Identifying Self Development Needs
- C1.3 Self Development
- C1.4 Manage Own Stress
- C1.5 How to Learn
- C1.6 Effectiveness and Efficiency
- C1.7 Networking

C2 Managing Skills & Competency

- C2.1 Objectives
- C2.2 Problem Solving Skills**
- C2.3 Briefing Skills
- C2.4 Producing Project Reports
- C2.5 Interpersonal Skills & Trust
- C2.6 Information Awareness
- C2.7 Influencing and Negotiating

C3 Understanding Organisations

- C3.1 Organisational Context
- C3.2 Financial Environment
- C3.3 Managing Diversity
- C3.4 Economic Environment
- C3.5 Organisational Culture
- C3.6 European/International Context
- C3.7 Ethics in Business
- C3.8 Marketing

C4 Managing Change

- C4.1 Continuous Improvements
- C4.2 Planning Change**
- C4.3 Promoting Change
- C4.4 Implementing Change
- C4.5 Forces for Change
- C4.6 Managing Consequences of Change
- C4.7 Cost/Benefit Analysis

C5 Managing Activities

- C5.1 Understanding Customers
- C5.2 Planning Work
- C5.3 Health & Safety ñ Law & Practice
- C5.4 Understanding Quality
- C5.5 Delivering Quality
- C5.6 Preventing Accidents
- C5.7 The Environment
- C5.8 Statistical Process Control

C6 Managing Resources

- C6.1 Performance Indicators
- C6.2 Working to a Budget
- C6.3 Understanding Costs
- C6.4 Materials
- C6.5 People as a Resource
- C6.6 Equipment
- C6.7 Security
- C6.8 Minimising Waste

C7 Developing People

- C7.1 Building the Team
- C7.2 Delegation
- C7.3 Planning Development
- C7.4 Coaching
- C7.5 Training
- C7.6 Induction
- C7.7 Supporting Individuals
- C7.8 Assessing Performance

C8 Managing People

- C8.1 Motivation
- C8.2 Managing Performance
- C8.3 Leadership
- C8.4 Minimising Stress
- C8.5 Planning to Recruit
- C8.6 Selecting the Right Person
- C8.7 Maintaining Discipline
- C8.8 Resolving Conflict

C9 Communicating

- C9.1 Communication Process
- C9.2 Communications Media
- C9.3 Non-verbal Communication
- C9.4 Giving and Receiving Feedback
- C9.5 Meetings
- C9.6 Written Communication
- C9.7 One-to-one Communication
- C9.8 Word Processing

C10 Managing Information

- C10.1 Gathering Valid Information
- C10.2 Analysing Information
- C10.3 Using Information for Decisions**
- C10.4 Presenting Information
- C10.5 Maintaining Information Systems
- C10.6 IT Applications
- C10.7 Sources of Information
- C10.8 Questionnaire Design and Analysis