

## ILM Level 2 in Team Leading

### 1 INTRODUCTION

#### 1.1 Why ILM?

The ILM (Institute of Leadership and Management) is a national body working towards establishing best practices throughout industry and commerce. By enrolling your staff on ILM programmes you can be sure that they will receive training and development which is suited to modern business.

All ILM programmes are a combination of theoretical knowledge gained through Guided Learning Hours – face to face or online tuition – and practical work-based skills. All ILM students are encouraged to bring real-life situations to their learning and their assignments may be work-based, leading to immediate benefits.

#### 1.2 What is a Team Leader?

A team leader is anyone who supervises the work of colleagues. Their job title need not include the words “leader” or “supervisor” but their co-workers look to them for guidance, support and leadership. Team leaders often arise from the group and may need help in adjusting to their new role which requires them to behave differently.

A team leader will typically focus on short term, day-to-day performance of the team and its members and will usually be responsible for allocating jobs amongst the team and for communicating with the team’s managers.

Although work-focussed, a team leader can also be expected to be aware of the need to satisfy customer or supplier requirements and to encourage other members of the team to respond appropriately to these requirements.

#### 1.3 What do the different levels mean?

The Government has standardised most formal learning into nationally recognised levels to make it possible to identify equivalence between different areas of knowledge. A Level 2 course requires approximately the same degree of knowledge and understanding as a GCSE obtained at grades A\* to C.

#### 1.4 What qualifications are available?

Level 2 Team Leading can be achieved at Award and Certificate levels. Both are acquired in a building block fashion. You can register and receive accreditation for a single unit or accumulate units until you have enough for an Award (3 credits) or a Certificate (13 credits).

## 2 UNITS

### 2.1 Structure

Each qualification has its own mandatory and optional units. If an organisation commissions a complete course they will normally specify which optional units they want their delegates to complete. Alternatively, candidates may enrol as individuals on a public course where the provider will generally select the optional units.

Clearer Thoughts offers both choices.

### 2.2 Mandatory units at Level 2

Award	Developing yourself as a team leader
Certificate	Developing yourself as a team leader
	Motivating the work team to perform
	Planning and monitoring work

### 2.3 Clearer Thoughts Award – Public Content

We believe that the most important first steps towards management are to put yourself in the context of the role, learning about the three inter-related elements of self, team and customer

Our public Award programme consequently takes the first two mandatory modules from the Certificate programme, covering self and team, and adds on the module **Providing quality to customers**.

If a single client chooses to run a private in-house Award programme they can select any of the optional units adding up to two credits.

## 2.4 Award Duration

The programme begins with a half-day induction. Delegates will be given all the information they need to help them complete the course successfully and will get to know tutors and other course members and to start to work together.

Each single-credit unit is delivered in a single day. Two- credit units will take two days to deliver which will normally be offered as one day per week for two weeks. This allows candidates time to assimilate knowledge and practice new skills.

Candidates will need to spend time at home or in the workplace completing module assessments which will be marked by the course tutor and verified internally and externally. A half-day wrap-up session allows tutor and candidate time to discuss planned assessment work, agree completion dates and to work on any problem areas. Additional half days or one-to-one tutorials may be scheduled part way through the delivery for feedback and discussion purposes.

## 2.5 Delivery

The public programme will typically be delivered over a 6-week period.

### 3 CLEARER THOUGHTS AWARD CONTENT

#### 3.1 Developing yourself as a team leader

<ul style="list-style-type: none"> <li>• Roles, functions and responsibilities of a team leader</li> </ul>	<ul style="list-style-type: none"> <li>• Limits of authority and accountability</li> </ul>
<ul style="list-style-type: none"> <li>• Personal skills and attitudes</li> </ul>	<ul style="list-style-type: none"> <li>• Using reflective learning skills to improve performance</li> </ul>
<ul style="list-style-type: none"> <li>• Areas of strength and possible improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Ways of obtaining feedback from others</li> </ul>
<ul style="list-style-type: none"> <li>• Receiving and responding positively to feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Personal Action Planning techniques</li> </ul>

#### 3.2 Motivating the work team to perform

<ul style="list-style-type: none"> <li>• Organizational employment policies</li> </ul>	<ul style="list-style-type: none"> <li>• E.g. Time keeping, absenteeism, conduct, performance, attitude</li> </ul>
<ul style="list-style-type: none"> <li>• Extent of team leader's authority to address performance problems</li> </ul>	<ul style="list-style-type: none"> <li>• Ways to identify areas of concern</li> </ul>
<ul style="list-style-type: none"> <li>• Simple motivation models at work</li> </ul>	<ul style="list-style-type: none"> <li>• Interpersonal behaviour and its impact</li> </ul>
<ul style="list-style-type: none"> <li>• Using behavioural rewards and positive feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Blending personal and work objectives</li> </ul>

#### 3.3 Providing quality to customers

<ul style="list-style-type: none"> <li>• Quality and its importance</li> </ul>	<ul style="list-style-type: none"> <li>• Quality assurance and control</li> </ul>
<ul style="list-style-type: none"> <li>• Simple quality systems</li> </ul>	<ul style="list-style-type: none"> <li>• Use of quality standards</li> </ul>
<ul style="list-style-type: none"> <li>• Costs of quality</li> </ul>	<ul style="list-style-type: none"> <li>• Team approaches to quality</li> </ul>
<ul style="list-style-type: none"> <li>• Simple tools</li> </ul>	<ul style="list-style-type: none"> <li>• Record keeping</li> </ul>

## 4 CERTIFICATE CONTENT

After completing your ILM Level 2 Award you may choose to build onto it to achieve a certificate.

You will need to get ten more credits including the final mandatory unit, which is worth 2 credits.

In simple terms, each credit represents one day's course attendance plus some home study and assessment work.

You can complete the Certificate over a two year period from registration.

Remaining units to choose from:

<b>Single-credit modules</b>		
Developing the work team	Leading the team lawfully	Using information to solve problems
Diversity in the workplace	Using resources efficiently	Communicating with people outside the work team
Briefing the work team	Workplace communication	Workplace information systems
Managing yourself	Dealing with customers lawfully	
<b>Multi-credit units</b>		
Planning and monitoring work (mandatory)	Induction and coaching	Fulfilling customer requirements
Dealing with change in the workplace	Maintaining a healthy and safe environment	Business improvement techniques
Leading your work team	Enterprise awareness (3 units)	