

The Performance Group

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EDI

Supporting learning
and performance

Welcome to the **Introductory Certificate in Management & Leadership Techniques – Level 2** - a practical workshop from **Human Performance** which has been written to introduce candidates to the knowledge and understanding requirements of the **National Occupational Standards** for providing leadership in your area of responsibility as well as allocating and monitoring progress & quality of work in your area of responsibility. The **Introductory Certificate in Management & Leadership Techniques - Level 2** is an approved **EDI Endorsed Qualification** and successful completion will lead to candidates gaining the **Level 2 EDI Vocational Qualification**.

National Occupational Standards Covered

- **Unit BO6 - Management & Leadership**
 - Provide leadership in your area of responsibility
- **Unit D06 - Management & Leadership**
 - Allocate and monitor progress & quality of work in your area of responsibility

Please note: This programme is an introduction to management and leadership and is clearly focused on developing the knowledge and understanding requirements, as well as the core skills, that candidates will require to successfully move into a junior management role in the future. To fully meet - and be measured against - the benchmark of these two national occupational standards, candidates will need to undertake a team leadership role (or similar line management responsibility) in the future and put into practice the knowledge and understanding from this programme to develop their competence, as well as undertake further appropriate continual professional development against these units.

Target Audience

- The **Introductory Certificate in Management & Leadership Techniques - Level 2** has been designed specifically to provide the stepping stone required for employees who wish to take on team leadership responsibilities in the future. The programme is particularly useful for organisations wishing to offer a structured succession plan for their future requirements of line management.
- No previous qualifications are required to gain access on to this workshop other than a desire to learn simple but effective management and leadership techniques to develop a candidate's career. A multiple choice paper has to be completed at the close of the programme so a good standard of reading and writing is essential.

Programme Overview

- The **Introductory Certificate in Management & Leadership Techniques - Level 2** is a highly participative and practical workshop that will enable all candidates to develop their skills towards the two **National Occupational Standards** detailed earlier. Group activity, discussion, practical activities and observation are all used to maximise the candidate's skills and knowledge retention.
- Each leadership skill is discussed in detail and candidates are provided with practical activities to help understand the various techniques covered and to enable that skill to be fully utilised when back in the workplace.
- All candidates receive a detailed workshop manual and a back to work action plan designed to encourage use of the new knowledge to assist in developing competence.

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Programme Aims

- This **Introductory Certificate in Management & Leadership Techniques - Level 2** aims to introduce candidates to the core processes of leadership and management through a simple but effective leadership model, aligned closely to five practical techniques to enable them to become a successful team leader. This programme will provide candidates with a clear route for career progression into junior management and allow them to assume additional responsibilities for other team members. Success at this Level 2 Qualification - followed by six months in a management role - will enable a candidate to gain access to our Level 3 Supervisory Management and Leadership EDI Qualification in the future.

Programme Objectives

- Candidates will be introduced to the concept of management and leadership and understand the difference between them and know when to use the strengths from each. Through a practical activity they will reflect upon their current view of the two different concepts and examine them in more detail before recognising the various qualities that management and leadership require. This session will be concluded and summarised with an appreciation of the essential qualities exhibited by effective leaders.
- Next, there will be an overview of the three levels of leadership in business, followed by an introduction to a simple yet effective team leadership model. Delegates will discover how to apply this team leadership approach to develop their line management ability. The remainder of the programme will concentrate on five key leadership functions, which candidates will practice using against a structured practical activity to focus on enhancing the development of these skills.

Programme Structure

- The **Introductory Certificate in Management & Leadership Techniques - Level 2** comprises one unit entitled 'An Introduction to Management and Leadership Techniques', made up of 14 guided learning hours delivered across 2 x 7 hour sessions. It is mandatory that candidates attend and complete all sessions, as well as pass a multiple choice exam paper, in order to achieve the qualification. A 'pass' is the only mark offered; the qualification is not graded. A pass will be achieved by scoring a minimum of 75% in the exam paper.

Programme Learning Outcomes

- **L01** **Understand the fundamentals of management and leadership**
- **L02** **Review the elements of effective leadership**
- **L03** **Describe the techniques for setting goals and developing plans**
- **L04** **Explain the skills for communicating with teams and individuals**
- **L05** **Discuss the processes for controlling and evaluating performance**

Certification

- All candidates that attend and complete all workshop sessions and achieve a minimum of 75% in the multiple choice paper and successfully meet each learning outcome will receive the **Introductory Certificate in Management & Leadership Techniques - Level 2** from the National Awarding Body **EDI**.

Programme Content

- A detailed programme overview is provided at the end of this prospectus.

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Delivery Methods

- Tutor facilitation and input
- Group activity and discussion
- Case studies and role play
- Multiple choice test paper

Workshop Timings

- The workshop is delivered over two consecutive days and will commence promptly at 9:00am and will finish no later than 5.00pm. There will be a lunch break at 12.30pm and each session will last for 50 minutes followed by a 10 minute break.

Workshop Numbers

- Maximum of 12 candidates

Support Material

- All candidates will receive a comprehensive workshop manual with quality session summary sheets covering each element of the **Introductory Certificate in Management & Leadership Techniques - Level 2** workshop to enable full utilisation of the workshop learning's back in the workplace.
- As for all **Human Performance** workshops candidates will be provided with **free** telephone support for as long as required following the workshop to assist them as they put the knowledge into practice and as they ultimately move into team leadership roles in the future and tackle the various challenges that such a role presents.

Programme Facilitator

- The **Introductory Certificate in Management & Leadership Techniques - Level 2** is facilitated by **James Turner**. James is an exciting, creative and innovative facilitator of experiential learning with over 20 years experience of successful senior management responsibility. James has numerous teaching and training qualifications and is a qualified advanced facilitator of experiential learning.

Candidates with Special Learning Needs

- Prospective candidates with special learning needs (or clients with employees with special learning needs) are encouraged to contact **Human Performance** prior to enrolment on this programme to discuss any additional help they may need to complete this programme. **Human Performance** will endeavour to assist any candidate where it is practicable to do so.

Equal Opportunities & Valuing Diversity

- **Human Performance** recognises and values the diversity of all candidates (and potential candidates) and will actively promote the richness that this diversity engenders. **Human Performance** takes the commitment to equality of opportunity seriously and bases its relationships with clients and candidates on mutual trust, respect and the appreciation of individual differences. This means that discrimination or harassment, whether directly or indirectly, on the grounds of age, gender, marital or civil partnership status, gender reassignment status, race, colour, nationality, ethnic origin, nationality, national origin, disability, sexual orientation, religion or belief will be opposed.
- For avoidance of doubt, no candidate, (or prospective candidate), will be prevented from accessing a **Human Performance** facilitated learning programme - whether access to the programme is administered by a client or by **Human Performance** through its open courses - on the grounds of age, gender, marital or civil partnership status, gender reassignment status, race, colour, nationality, ethnic origin, nationality, national origin, disability, sexual orientation, religion or belief.

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Equal Opportunities & Valuing Diversity continued...

- By commissioning or attending a **Human Performance** workshop, clients and/or delegates agree to abide by our **Equal Opportunities & Valuing Diversity Policy** which is available in full from our website: <http://www.humanperformance.co.uk> (Click on "**EDI Approved Centre**" and then click on "**Policies & Procedures**").

Next Steps to Skills Development

All **Human Performance** workshops are designed to be stand alone skills development opportunities dealing with specific subject areas covered by **National Occupational Standards**. However, our workshops are also used by our clients to offer structured internal management development programmes, both to develop the current job skills of staff as well as develop key people for the organisations succession planning. The following workshops are natural progressions to the **Introductory Certificate in Management & Leadership Techniques - Level 2**:

- **EDI Introductory Certificate in Successful Project Management - Level 2**
- **EDI Certificate in Effective Time Management – Level 3**
- **Developing your Communication Skills**
- **Negotiation Skills – Influencing and Persuading Others**
- **Coaching Techniques – Passing on Practical Skills**
- **Techniques for Effective Problem Solving**

Once a candidate has moved into a team leadership role, the following programmes will offer continual professional development against additional management national occupational standards:

- **EDI Certificate in Supervisory Management & Leadership Techniques – Level 3**
- **EDI Certificate in Managing Human Performance – Level 3**
- **EDI Certificate in Successful Project Management – Level 3**
- **EDI Certificate in Techniques for Conducting Effective Appraisals – Level 3**
- **Practical Employment Law for Line Managers**
- **Becoming More Assertive – A Strategy for Improvement**
- **Delivering Quality Service – A Model for Continuous Improvement**
- **Recruitment & Selection Skills – Making the Right Choice**

For details about the above **Human Performance** workshops and any other developing skills workshops please visit our website at <http://www.humanperformance.co.uk> or alternatively please do not hesitate to contact us on **0845 880 2255**.

A detailed programme overview is provided on the next page...

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Detailed Programme Overview for the Introductory Certificate in Management & Leadership Techniques - Level 2

Module 1 – Introduction

- **Introduction to management & leadership**
- **Defining the meaning of managing & leadership**
- **What is management?**
- **What is leadership?**
- **The qualities of management**
- **The qualities of leadership**
- **Have you experienced management or leadership?**
- **The most important personal qualities of the leader**
- **Qualities essential to effective leadership**
- **Summarising the differences with management & leadership**
- **The three levels of leadership**

Module 2 – Action Centred Leadership

- **Action centred leadership**
- **Understanding the responsibilities of action centred leadership**
- **The responsibilities for achieving the task**
- **The responsibilities for managing the team**
- **The responsibilities for managing individuals**

Module 3 – Understanding the Core Functions of Leadership

- **The functions of a leader**
- **Using a modus operandi in team leadership**
- **Techniques for setting goals**
- **Management & leadership activity – setting goals**
- **Techniques for developing a plan**
- **Management & leadership activity – developing the plan**

Module 3 – Understanding the Core Functions of Leadership continued...

- **Controlling the team**
- **Management & leadership activity – controlling the activity**
- **Management & leadership activity – complete the task**
- **Evaluating**
- **Management & leadership activity – evaluating performance**
- **M&L activity – how do you like to receive feedback?**
- **M&L activity – how do you like to receive feedback score sheet**
- **Techniques for giving informal feedback**
- **How to give feedback and boost performance**

Module 4 – Developing Communication Skills for Effective Leadership

- **Communicating with teams & individuals**
- **Closed questions**
- **Active open questions**
- **Passive open questions**
- **Counter-productive questioning**
- **Listening skills to improve communication**
- **Management & leadership activity – do you actively listen?**
- **Practical steps to improve your listening skills**
- **How to be a leader**

Module 5 – Assessment for EDI Qualification

- **Structured workshop review with facilitator**
- **Candidate personal revision time**
- **Multiple choice paper assessment**

Please note: We are constantly evaluating and reviewing all our programmes to ensure that Human Performance continue to offer the very best learning opportunities for clients and candidates. As a result of these reviews we may amend programme content to better assist candidates to achieve the programme objectives and learning outcomes.

All workshop prospectuses will be updated periodically to reflect any changes to our modules and session plans but Human Performance reserves the right to substitute any modules and sessions detailed above which it believes will improve upon the objectives of the workshop whilst ensuring that workshops stay closely mapped to the relevant National Occupational Standards.