

Mira Training Solutions Ltd  
T: 07850 632280/1  
E: [info@miratraining.co.uk](mailto:info@miratraining.co.uk)  
[www.miratraining.co.uk](http://www.miratraining.co.uk)



## Level 3 Certificate in Leadership and Management

<b>Time:</b>	09.30 – 17.00
<b>Venue:</b>	St John's Innovation Centre, Cowley Rd, Cambridge
<b>Tutor:</b>	Teresa Weston
<b>Awarding Organisation:</b>	ILM
<b>Cost for Certificate level qualification:</b>	£850 per candidate (no additional charges including ILM registration and certification)

### Format

For the **Certificate** level qualification delegates will need to attend all workshops (A, B and C)

Workshop A	Managing people	Wednesday 6 September
Workshop B	The effective team	Wednesday 20 <sup>th</sup> September
Workshop C	Recruiting and training	Wednesday 4 <sup>th</sup> October

The qualification is ideal for individuals who have some management responsibilities but no formal training, and are serious about developing their abilities.

**Each workshop has an accompanying assessment, this has to be passed to achieve a qualification (completed in delegates own time and submitted)**

Course running is subject to a minimum of 8 delegates signing up

To book a place email: [info@miratraining.co.uk](mailto:info@miratraining.co.uk)

Topic	Overview of content	CV	Unit	Topic	Overview of content	CV	Unit
<b>Workshop A Subject</b>  <b>Managing People</b>	<b>Performance management</b> <ul style="list-style-type: none"> <li>• Ways of assessing performance</li> <li>• Managing individual performance</li> <li>• The value of feedback</li> <li>• Managing under performance</li> </ul> <b>Leading and motivating</b> <ul style="list-style-type: none"> <li>• Vision and strategy</li> <li>• Effective communication</li> <li>• How to motivate</li> <li>• The role of the leader</li> <li>• Support and development</li> </ul> <b>Handling discipline discussions</b> <ul style="list-style-type: none"> <li>• The legal aspects</li> <li>• Adhering to policy and procedures</li> <li>• Using emotional intelligence</li> </ul>	5	315 316 317	<b>Workshop B Subject</b>  <b>The Effective Team</b>	<b>Establishing an effective team</b> <ul style="list-style-type: none"> <li>• The importance of working relationships</li> <li>• Getting to know the team and gaining trust</li> <li>• Good communication</li> <li>• The stages of team development</li> </ul> <b>Organising and delegating</b> <ul style="list-style-type: none"> <li>• Effectiveness and efficiency</li> <li>• Using people's strengths</li> <li>• Forward planning</li> <li>• Empowerment</li> <li>• Monitoring success</li> </ul> <b>Negotiating &amp; networking</b> <ul style="list-style-type: none"> <li>• Principles of</li> <li>• Influencing others</li> <li>• Win-Win situations</li> <li>• Networking for managers</li> </ul> <b>Managing conflict</b> <ul style="list-style-type: none"> <li>• The causes of conflict</li> <li>• The effects of conflict</li> <li>• Minimising conflict</li> <li>• Promoting a positive atmosphere</li> </ul>	4	309 319 312
<b>Workshop C Subject</b>  <b>Recruiting and training</b>	<b>Recruiting and selecting</b> <ul style="list-style-type: none"> <li>• Using the correct procedure</li> <li>• Job analysis</li> <li>• Communicating the vacancy</li> <li>• Overcoming bias</li> <li>• Interviewing and decision making</li> </ul> <b>Induction into the organisation</b> <ul style="list-style-type: none"> <li>• Successful induction</li> <li>• Legal compliance</li> <li>• Monitoring progress</li> <li>• Evaluating effectiveness</li> </ul> <b>Getting training right</b> <ul style="list-style-type: none"> <li>• Training needs analysis</li> <li>• Workplace training</li> <li>• Evaluating effectiveness</li> <li>• Coaching individuals</li> </ul>	5	315 316 317				