ILM LEVEL 3 AWARD IN LEADERSHIP & MANAGEMENT
5 days in-person sessions + 1 x online session

Who is the course for:

This programme is designed for those currently managing or aspiring to lead multi-disciplinary teams, particularly within the context of local government with cross-functional collaboration. It is ideally suited to officers and managers who work through influence and partnerships to deliver outcomes. The course covers essential leadership and management topics to build confidence in navigating complex challenges, improving service quality, and driving innovation in public service delivery.

By the end of the course participants will:

Have a better understanding of their own strengths, areas for development within their work role.

- Identify their leadership style and adapt it to a range of situations, enhancing team performance & empowerment.
- Lead innovation and manage change within their services, fostering a culture of continuous improvement and accountability.
- Apply structured techniques to analyse and communicate workplace challenges, involving colleagues and stakeholders in achieving practical solutions.
- Plan, monitor, and manage improvements efficiently, developing implementation plans that align with organisational objectives.
- Communicate plans with confidence and clarity, delivering persuasive and inclusive presentations

Why choose East Midlands Councils/Challenge:

The current climate within Local Government is challenging and ever changing. The programme will be designed with this in mind and to encourage interaction and participation to share and compare good practice and to ensure that the content is relevant and applicable.

- Support throughout the learning journey via email, telephone or video conference, ensures delegates maintain momentum on the course with opportunity to coach other participants and hone their skills.
- Direct claim status from ILM for level 2 to level 7. Awarded only to those centres who have demonstrated consistently high standards in design, delivery and assessment over a number of years.
- Challenge have been a trusted partner of East Midlands Councils for several years and have an indepth understanding of many of the challenges facing local authorities and the wider public sector.   They have been the largest centre for ILM qualifications within the East Midlands since 2013, registering more delegates onto ILM programmes than any other centre, with a pass rate of in excess of 96% so you can be sure you are in safe hands.

DAY	TOPIC	SUMMARISED CONTENT	DATE
1	**Introduction +** **The Manager's role in the context of Local Government.**	• Welcome & introductions • Recognising the scope and evolving role of the First Line Managers role in modern Public Services • The Manager in the organisation – connecting management practice to Local Authority Vision and Community Impact (goals and performance). • Distinguishing Leadership and management and when and how to engage each in local government contexts.. • Contemporary leadership models to deliver inclusive and accountable services. • Reflecting on individual strengths and development areas. • How to write SMART objectives to support the team, and organisational outcomes.	Each session 2 or 3 weeks apart.
2	**Solving Problems +** **Making Decisions**	• Exploring key phases of problem solving within Public Service Contexts. • Applying creative thinking to identify underlying causes and complex challenge. • Facilitating inclusive problem solving techniques to involve and engage others • Collecting, analysing and interpreting data to support transparent decision making. • Fostering innovation whilst managing risk in service delivery. • Visualising and sharing your ideas including charting and diagramming • Understanding costs and financial implications in resource constrained environments. • Conducting cost/benefit analysis to inform evidence-based decisions.	
3	**Planning and Managing Innovation & Change**	• Understanding drivers for change in public services including continuous improvement and quality assurance measures. • Agile working and how these affect working relationships and function/structure • Identifying the culture and climate within your organisation to promote a positive workplace environment. • Preparing and planning change – transformational or incremental? • Understanding responses to change and providing support to colleagues & communities • Managing conflict and addressing resistance constructively & professionally. • Engaging stakeholders at the right time; communicating effectively during change. • Leadership in practice – leading others through change and being a role model	On-line 9:30 to 3:30

4	Tutorial & Briefings / Presentation Skills	- Developing managerial communication skills to influence, support & inspire. - Making a persuasive case & selecting information to increase impact. Team Briefing skills – good practice in planning, structuring & delivering briefings and presentations. - Adapting presentation styles to maximise impact and reinforce key messages. - Remote delivery via Teams or Zoom: Best practice for online presentations. - Tutorial support & guidance	
5	Getting the best from others	- Identifying your own motivational drivers and unlocking potential within diverse teams. - Fostering high performing teams through motivation & collaboration. - Creating strategies for increased positivity and sustainable motivation. - Managing individual and team performance through clear goals and feedback. - Planning and supporting performance improvement through positive action - Clarifying the difference between capability and disciplinary procedures. - Navigating employment law within the local government context.	
6	Course Review Assessed Presentations and Personal Development Action Planning	- Each delegate to carry out an assessed reflective presentation to include: - A summary of their problem-solving report - Their journey through the course – practical application - Reflection on Learning & Personal Development Planning - Course Review & Close	

Assessment:
1. Problem Solving report based on an area within your work
2. Assessed presentation on problem solving report

Please note that delegates will require access to information from their organisation in order to support their recommendations for their suggested workplace improvement.

Tutorial guidance will be available to delegates in between delivery days