

**FREE**

**FLEXIBLE**

**FULFILLING**

 Refresh your career or learn a new skill with one of our vibrant short courses!

# Certificate in Leadership & Management

## Level 3 Diploma

Everyone who works in the corporate world knows that being a manager is a sign of career growth and success. The Institute of Leadership and Management (ILM) is the UK's largest management awarding body, combining industry-leading qualifications, recognised training programmes and specialist member services. This qualification will give you the insight you need to work in a management role in a variety of settings. It aims to build on your leadership capabilities and show you how to manage projects, people and relationships. The innovative design of this qualification means you can fast-track your progression to a level which is recognised by employers.

### COURSE CONTENT

- The employer and leadership role
- Planning, allocating and organising work
- Solving problems and making decisions
- Communication and information systems in the workplace
- Motivation and improving performance
- Career development
- Induction, training and coaching
- Dealing with discipline, conflict and stress in the workplace
- Health and safety at work
- Customer service
- Change management
- Quality management

**Interested? Let's talk!**

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**ETA**  
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