

Certificate in Leadership & Management

The Leadership & Management Certification is a comprehensive four-day qualification for line managers who are serious about their management responsibilities, who want to manage their department or business area to deliver today's targets, futurise it, and want to learn about working with a digital mindset. For aspiring, new, and experienced managers, this course brings management skills into the 21st Century.



Day 1

Understanding Leadership:

- Understand the roles and responsibilities of being a leader
- Leadership models, behaviours and sources of power
- Discover your own personal leadership style and how to develop appropriate leadership behaviours to build resilience in your teams.

Day 2

Management Communication:

- Understand the communication cycle and its relevance in effective management.
- Understand the importance of tone, language and level of formality and assess verbal versus written forms of communication
- Discuss the impact of digitalization when communicating to your team and the measures of success for digital communication
- Analyse your own communication skills and identify your strengths and areas for improvement.

Day 3

Understanding Performance Management:

- Understand responsibilities for managing team, individual performance and meeting objectives
- How to ensure fair and objective assessment, conduct formal appraisals and the relevance of SMART objectives
- Setting and measuring performance standards why poor performance occurs

Day 4

Understanding Good Practice in Workplace Coaching:

- The nature and role of Coaching in the workplace
- Behaviours, skills, abilities and characteristics of an effective workplace coach including recognised Coaching Models
- Differences between Coaching and Line manager responsibilities and importance of coaching records
- Coach others to embed digital change in the team to deliver business efficiencies.

Completion of this course entails delegates submitting 4 assignments within the deadlines communicated at the enrolment stage. Typically this is one assignment per session submitted fortnightly.

Delegates will be required to attend all 4 training days

This training is available through Skills Support for the Workforce (SSW), a programme developed to upskill employees within small and medium-sized enterprises (SMEs) in the West of England (Bristol, North Somerset, & South Gloucestershire), Swindon & Wiltshire, & Worcestershire. SSW is co-financed by the Education and Skills Funding Agency and the European Social Fund. HR Champions Ltd is part of Serco's network of training providers chosen to deliver the training in your area.

