

Training Courses

Computer Software
Leadership & Management

2011

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TRAINING CONSULTANTS
merrit

Courses

This prospectus outlines details of the courses currently offered and each can be fully customised to meet your specific needs.

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Merrit Training Consultants

Merrit Training Consultants are a unique specialist training provider delivering courses throughout the Eastern Region. We offer a comprehensive range of Computer Software and ILM Certified Leadership and Management courses; but this is where our resemblance to other training providers ends.

Our blended learning approach offers participants continual support throughout the life of the qualification. Unlike other training providers Merrit Training does not simply offer face-to-face sessions and the occasional tutorial; we provide continual on-line support virtually guaranteeing success.

Our courses are competitively priced and delivered by qualified, skilled tutors. Our aim is to provide training in the context of your specific needs; we understand participants are busy people with work and life commitments.

If a qualification requires an assignment we work closely with individuals ensuring they use their day-to-day activities. This way the business benefits, as their staff solve 'real' problems. We use a variety of training methods including full day courses, workshops and online learning using our bespoke Virtual Learning Community. All of our courses can also be supported with personalised consultancy and coaching.

We firmly believe organisations that encourage their staff to grow and reach their full potential will achieve outstanding business performance.

Computer Software

Training Courses

Creating Publications

Microsoft Publisher
Apple Pages
Serif PagePlus

Aimed at:
Small business owners, community group leaders, anyone who needs to make a flyer, leaflet, or newsletter.

Duration:
Available in a 1/2 day face to face workshop format or full day training session.

Prior Learning:
Delegates may have a small amount of experience with creating publications, but basic use of a computer such as using the internet is essential.

Course Outline

From creating eye-catching posters to advertising your company with brochures, sales flyers or newsletters, a desktop publisher is the right piece of software for you. By taking this course you'll learn the skills you need to get the most out of the software and create professional looking documents. From creating a new publication using built in templates to learning how to add extra impact to your publications with special effects, colour, texture, and backgrounds.

While there are no hard and fast rules, there are guidelines, best practices, and tried and trusted methods that result in attractive pages which effectively communicate the intended message. Our training programme will bring you up to speed with the best practices used for desktop publishing including how to keep the design simple, where to leave plenty white space, the use of simple fonts and avoid embedding text in graphics.

This training is designed to suit different levels of ability. So whether you'd like to learn the very basics or just develop some of the skills you already have, we can help to move you forward. Whatever you're struggling with, we can tailor our training to match the context of what you are doing so that you really get the most out of it.

By the end of this course you will have learnt about:

1. Basics

- Explore the DTP Environment - differences with word processing
- Creating a publication from a design template
- Add design object Placeholders
- Add content to a Publication
- Save a publication

2. Best practices of desktop publishing

- Modifying a publication's layout and structure
- Organize text boxes and picture frames in the layout
- Organize pages in the publication
- Insert common layout elements
- Paragraph spacing
- Text alignment
- Line length and separating words over lines
- Pictures and Clip art

3. Preparation for Printing and Distribution

- Colour considerations
- Commercial printing
- Using publications on the web

Manipulating Images

Aimed at:

Small business owners, community group leaders, anyone who needs to use images for a flyer, leaflet, or website.

Duration:

Available in a 1/2 day face to face workshop format or full day training session.

Prior Learning:

Delegates may have a small amount of experience of working with images in some form, but basic use of a computer such as using the internet is essential.

Adobe Photoshop Elements

Serif PhotoPlus

Paint.net

Course Outline

If you would like to use your own photos and other images within your brochures, sales flyers or website, then you need to know how to manipulate them properly. By taking this course you'll learn the skills you need to get the most out of your pictures to use them in any number of different ways. From resizing by changing the resolution, to cutting out the only the parts that you need, you will learn how to get the most out of the different types of software available.

Whilst the possibilities for manipulation are endless there tried and trusted methods that result images being used effectively for the intended audience. Our training programme will bring you up to speed with the best practices including image size, background colours, layering and altering particular colours within the image.

This training is designed to suit different levels of ability. So whether you'd like to learn the very basics or just develop some of the skills you already have, we can help to move you forward. Whatever you're struggling with, we can tailor our training to match the context of what you are doing so that you really get the most out of it.

By the end of this course you will have learnt about:

1. Image size and resolution

- Resizing an image keeping images sharp when resizing
- Creating a Publication from a design template
- Discussion of typical sizes and resolutions for different jobs e.g. brochure or, web page

2. Cropping, Rotating & Colour Modes

- Cropping images to remove unwanted areas
- Rotating or Flipping an image
- Converting between different colour modes (RGB to CMYK or Grayscale)

3. Selection and layer Tools

- Using the different selection tools
- Making a selection around an object and moving it to a different position
- Using layers to combine parts of images and selections

4. Image Correction

- Adjust brightness/contrast and colours of an image.
- Removing spots and scratches
- Using filters for sharpening and blurring
- Creating simple textures using specialist filters

Effective Spreadsheets

Microsoft Office
OpenOffice Calc
Apple Numbers

Aimed at:

Small business owners and anyone who requires the use of spreadsheet for data handling or financial purposes

Duration:

Available in a 1/2 day face to face workshop format or full day training session.

Prior Learning:

Delegates may have a small amount of experience of working with spreadsheets but basic use of a computer and of the task involved is essential.

Course Outline

From basic number crunching and financial reports to or retrieving, sorting and manipulating data a spreadsheet is the right piece of software for you. Perhaps you need to learn how to create new spreadsheets or edit those that you use already. Maybe you'd like to know how to add formulae to make your spreadsheet calculations automatic. We can show you how to use formatting effectively and how to create charts and graphs. You could also learn how to explore data analysis tools making you an advanced spreadsheet user. Taking this course will give you the skills you need to use a spreadsheet either as part of your day to day life or at work.

This training is designed to suit different levels of ability. So whether you'd like to learn the very basics or just develop some of the skills you already have, we can help to move you forward. Whatever you're struggling with, we can tailor our training to match the context of what you are doing so that you really get the most out of it.

By the end of this course you will have learnt about:

1. Formatting

- Changing text and number appearance
- Adding borders and shading cells
- Changing cell font types, colours and sizes

2. Automatic Calculation

- Formulas and functions
- Column totals and averages
- Relative and absolute cell referencing

3. Conditional Formatting

- Formatting cells according to their contents
- Highlight figures below and above a certain value automatically
- Conditional Logic IF, AND, OR

4. Sorting and Filtering

- Ordering your data
- Using filters to view certain datas
- Pulling data from other workbooks and spreadsheets

Delegates interested in data manipulation may also wish to consider attending the Full Day Effective Spreadsheets course or the Managing Data workshop

Effective Presentations

Microsoft Powerpoint
OpenOffice Impress
Apple Keynote

Aimed at:

Small business owners and anyone who requires the present information to others. This course also demonstrates how 'speaker-less' presentations can be utilised.

Duration:

Available in a 1/2 day face to face workshop format or full day training session.

Prior Learning:

Delegates may have a small amount of experience of working with presentations and should have a future presentation in mind, but basic use of a computer is essential.

Course Outline

Whether you're chairing a meeting, presenting at a conference or showing messages on a big screen for a wide audience, a strong visual presentation is one of the most powerful communication tools. By taking this course you'll learn the skills you need to get the most out of the software and create professional looking presentations.

Maybe you need to learn how to build enhanced presentations which transition smoothly and run on their own., or maybe you'd like to know how to engage your audience and make your point effectively and professionally. We can also show you how to prepare and deliver presentations well so your audience will remember you and the message you are putting across.

This training is designed to suit different levels of ability. So whether you'd like to learn the very basics or just develop some of the skills you already have, we can help to move you forward. Whatever you're struggling with, we can tailor our training to match the context of what you are doing so that you really get the most out of it.

By the end of this course you will have learnt about

1. Adding information

- Gathering the correct type on information
- Slide layouts and using Master Slides for consistency
- Bullet points and the type of information to use
- Inserting images and graphics and their appropriate use

2. Features and Effects

- The correct use of animation effects
- Slide transition effects
- Slide show timings and automatic presentations
- Using Hyperlinks to create an interactive presentation

3. Presenting

- How to use the hardware to run your presentation
- Using speaker notes to remind you of the content
- Printing notes for delegates

Website Basics

Aimed at:

Small business owners and anyone who requires the use of a basic website for publishing information.

Duration:

Available in a 1/2 day face to face workshop format or full day training session.

Prior Learning:

Delegates may have a small amount of experience of working with websites and should have a context in mind. Basic use of a computer such as Word Processing is essential and there will be some work required prior to the course.

Serif WebPlus

Dreamweaver

Free Online Tools

Course Outline

From getting your business online to creating a simple website to tell people about an event such as a wedding, the website basics course is right for you. You'll learn the skills you need to get the most out of simple to use web creation software and free online template tools which help you to create a basic but good looking website in next to no time. Creating a website is often seen as one of the hardest things to do on a computer, but we can show you quickly and simply how you can do it for virtually no money and keep it up to date.

This course covers all of the basics that you will need to get yourself up and running, from registering the name of your website on the internet, to uploading the content and getting found by Google. We can also show you how to link yourself in to the various social media and networking sites out there to really feel the benefit of using them. The full day session also includes time to create extra pages and to have help and support from us to get the most from your site.

This training is designed to suit different levels of ability. So whether you'd like to learn the basics or just develop some of the skills you already have, we can help to move you forward. Whatever you're struggling with, we can tailor our training to match the context of what you are doing so that you really get the most out of it.

By the end of this course you will have learnt about:

1. Getting yourself a web presence

- Finding the right provider of webspace
- Choosing and registering the name of your website
- Finding and using your space on the internet

2. Creating your webpages

- Preparing the right sort of content
- Laying everything out to the best effect
- Using images properly on your site
- Linking to documents and other pages

3. Linking in and getting found

- What the various social media and networking sites are all about
- Linking social media to your website and showing the content
- Registering with Google and using keywords
- Analyzing who visits your site

Working with Words

Aimed at:

Small business owners and anyone who requires a mid to advanced working knowledge of using a Word Processor effectively.

Duration:

Available in a 1/2 day face to face workshop format or full day training session.

Prior Learning:

Delegates should have a small amount of experience of working with word processing. Basic use of a computer, mouse keyboard etc is essential.

Microsoft Word

Apple Pages

OpenOffice Write

Course Outline

From creating eye-catching business documents to writing personalised letters and designing a CV, a word processor is the right piece of software for you. Every piece of written communication sent to customers or suppliers says something about your organisation. Well-presented, accurately written documents improve the credibility of your business and can help to communicate who you are as a company.

By taking this course you'll learn the skills you need to get the most out of the software and create professional documents. In a business environment for example, you need to learn how to create reports involving data from a spreadsheet, tables and standard formatting. Word processing when used effectively helps with many of these tasks and even though you may use it on a day to day basis, the software has many features that you may not even know about.

This training is designed to suit different levels of ability. So whether you'd like to learn the very basics or just develop some of the skills you already have, we can help to move you forward. Whatever you're struggling with, we can tailor our training to match the context of what you are doing so that you really get the most out of it.

By the end of this course you will have learnt about:

1. Laying out a document

- Document sizes, shapes and margins.
- Using pictures and shapes
- Using headers and footers

2. Working with Tables and Charts

- Adding and formatting a table
- Inserting a graph of data from a spreadsheet.

3. Document Formatting and Review

- Working with styles and themes
- Using heading and content tags
- Inserting a Table of Contents
- Tracking and working with changes to the document

This course can also be extended with the addition of the following module

4. Mail Merging

- Setting up your data
- Setting up your document
- Running and using your merge

Getting Organised

Microsoft Outlook
Mozilla Thunderbird
Google Applications

Aimed at:

Small business owners and anyone who wishes to use tools to help to organise their email, calendars, task lists and contacts.

Duration:

Available in a 1/2 day face to face workshop format or full day training session.

Prior Learning:

Delegates should have a small amount of experience of working with email and calendar applications, but a basic working knowledge of computers is essential.

Course Outline

E-mail has for a long time been the business communication tool of choice and many people also take advantage of access to email and calendars on the move using smartphone devices. It is vital therefore that all your employees have the skills and confidence to use the technology effectively. From prioritising tasks and managing time to improving communication and reducing costs of printing, faxing and postage, an email and task organiser is the right piece of software for you.

By taking this course you'll learn the skills you need to get the most out of the software and improve time management and organisational skills using the email, calendar and task list tools. Perhaps you need to learn how to set up a distribution list to make emailing faster and simpler. Maybe you'd like to know how to deal with spam and how to avoid viruses. We can also show you how to increase productivity and performance across the organisation through efficient and effective management of business contacts, customer details, emails, and tasks.

This training is designed to suit different levels of ability. So whether you'd like to learn the very basics or just develop some of the skills you already have, we can help to move you forward. Whatever you're struggling with, we can tailor our training to match the context of what you are doing so that you really get the most out of it.

By the end of this course you will have learnt about:

1. Working with Email Effectively

- Organising and sorting emails.
- Working with contacts and distribution lists
- Using multiple devices and applications e.g. smartphones
- Using mail signatures and stationary
- Archiving emails

2. Working with Calendars

- Using multiple devices such as a laptop and smartphone
- Sharing calendars with others and to the web
- Using meeting requests and assigning tasks

3. Using Task Lists

- Adding and Organising Tasks
- Prioritising and flagging
- Using task with calendars and contacts

Leadership & Management

**ILM Accredited
Training Courses**

Effective Management

Aimed at:
First Line Managers

Prior Learning:
Must be able to undertake a work based assignment

Purpose and Aims:

As a practising or potential First Line Manager you will gain and develop change management skills and understand how to plan for changes in your organisation.

Duration

This is an *accredited qualification* run over a period of 3 months consisting of a minimum of 3 modules. A work based self study project, a one - to - one coaching session and a reflective log also need to be completed.

ILM Level 3

Accredited Award

Course Outline

The ILM Level 3 Award in Effective Management is a completely flexible qualification, suitable for all practicing and aspiring managers looking to develop general or career-specific management skills. You can select from over 45 optional units to build a tailor-made qualification that meets your individual requirements, or those of your employee.

Team leaders and first line managers directly responsible for staff on the frontline are the key to organisational performance. This course will enable them to grow their knowledge, skills and understanding of what is needed in today's climate helping them to improve morale, increase their efficiency and lead a team successfully.

Supporting managers and leaders to do their job well helps to improve morale, increase efficiency and make a significant impact to the bottom line. Team leaders and managers benefit from increased confidence, extended knowledge and an enhanced set of practical skills that will provide 'real' results in the workplace

The following modules will be provided for delegates undertaking 'open' training courses with Merrit Training Consultants:

Induction (Half Day Session)

This session covers your understanding of the programme, what you can expect from us and self assessment of your preferred style of working.

M3.03: Planning Change in the Workplace (1 day)

Whatever the change in your organisation preparation is the key to find out what success with such changes will look in reality. This module will help you as a manager to know why, what, when, where and how so that you can effectively identify, plan, implement, and sustain changes that your business needs to make.

M3.18: Coaching and Training your Work Team (1 day)

This module will enable you to train, evaluate and follow up effective learning programmes. They will also discover how to deliver training for groups of varying learning styles and experience. You will also learn about using coaching techniques and look at the importance of adapting your coaching style to fit the needs of your work team.

M3.36: Leading a Team Effectively (1 day)

This module covers the characteristics of an effective team, considering teams in different contexts, team assessment and stages of team development. You will also learn how to recognise the roles of individuals within a team and their effect on one another. Team motivation techniques and team performance monitoring will also be covered before moving on to assessing your team leadership style.

ILM offer a large number of modules which can be used in most combinations to form this accredited module. Please contact us for more details.

Planning Change

ILM Level 3

Effective Management

Aimed at:
First Line Managers

Prior Learning:
Must be able to undertake a work based assignment

Purpose and Aims:

As a practising or potential First Line Manager you will gain and develop change management skills and understand how to plan for changes in your organisation.

Duration

1 day face to face session. For inclusion within ILM Level 3 Award in Effective Management a further self study project, reflective log and One - to - One coaching session is required.

Course Outline

“Change is inevitable. Change is constant.” Benjamin Disraeli’s quote from the 19th Century is still relevant to highly competitive 21st Century business environment.

As the success rates for significant organisational changes are mixed, a need to plan for change becomes inevitable. Whether you need to grow your business, start a new trend, innovate through technology, restructure the workforce or for that matter add a new process or product line, “preparation” is the key to find out what success will look in reality. As a manager you need to know why, what, when, where and how to identify, plan, implement, and sustain changes that your business needs to make.

Our training programme will let you:

- Find out what you need to know before you plan
- Perform analyses to find out the forces for change in an organisation
- Identify context-relevant factors
- Communicate and involve people
- Set out ways to improve processes and quality standards
- Most importantly evaluate its impact

By the end of this course you will be able to:

1. Understand the forces for change in an organisation

- Conduct a simple PESTLE and SWOT analysis to identify the forces that require your organisation to change.

2. Understand planning for change in an organisation

- Principles of change management and the methods of planning for change
- Basics of system theory and process design
- Use Gantt charts, network planning as tools for planning change
- The human and financial factors in the consideration of change
- Differentiate between fixed and variable costs
- Importance of communication and involving people to facilitate effective change

3. Understand continuous improvement in an organisation

- Importance of quality awareness and the need to strive for continuous improvement
- Service standards as appropriate to own organisation
- Involving people in quality and continuous improvement, including suggestion schemes/role models
- Evaluating continuous improvement activities

Coaching and Training

ILM Level 3

Effective Management

Aimed at:
First Line Managers

Prior Learning:
Must be able to undertake a work based assignment

Purpose and Aims:

As a practising or potential First Line Manager you will develop knowledge and understanding of coaching and training your colleagues.

Duration

1 day face to face session. For inclusion within ILM Level 3 Award in Effective Management a further self study project reflective log and One - to - One coaching session is required.

Course Outline

Make your work team effective. The ability to train and develop staff is one of the essential skills of an effective manager. A demanding business environment requires an organisation to have employees who are highly motivated and equipped to deal with such demands. HR and front line managers are increasingly understanding the importance of talent management through effective training and/or coaching.

Whether by one to one coaching or in group sessions training must have identifiable objectives, be well-structured and include elements of evaluation for it to be truly effective.

Our coaching and training courses will enable you to train, evaluate and follow up effective learning programmes. They will also discover how to deliver training for groups of varying learning styles and experience. You will also learn how coaching techniques can benefit staff development and look at the importance of adapting your coaching style to fit the needs of your work team. You'll pick up valuable tips on how to plan sessions and evaluate the effects of a coaching programme.

By the end of this course you will be able to:

1. Understand training appropriate to the workplace

- Identifying when training is an appropriate method to address a development need
- Training techniques appropriate to the workplace situation
- Range of learning styles and their implications for training design
- Appropriate recording systems

2. Understand how to coach an individual in an organisation

- Identifying when coaching is an appropriate method to address a development need
- Coaching techniques as appropriate to your needs

3. You will also learn

- Relevant feedback techniques
- Methods to evaluate effectiveness of training and coaching
- Supervised practice or simulation to develop the ability to apply knowledge and skills
- Evaluating continuous improvement activities

This course is also beneficial as a standalone unit for those involved in Continual Professional Development activities. Merrit Training Consultants also offer bespoke Coaching, Consultancy and Training sessions.

Leading a Team

Aimed at:
First Line Managers

Prior Learning:
Must be able to undertake a work based assignment

Purpose and Aims:

As a practising or potential First Line Manager you will gain and develop an understanding of your leadership style and develop skills to lead your team effectively.

ILM Level 3

Effective Management

Duration

1 day face to face session. For inclusion within ILM Level 3 Award in Effective Management a further self study project, reflective log and One - to - One coaching session is required.

Course Outline

Get a jump-start on your team leadership skills. Teams can be very effective in producing innovative solutions in the workplace, managing them is one thing, but leading them is another. In jobs throughout every industry, employers always place emphasis on the need for strong leadership at every level. People working together and heading towards a common goal can harness the talents and strengths of individuals to create quality results.

This unit begins to explore leadership roles and theories, self-leadership, emotional intelligence, winning and maintaining commitment of your teams towards the organisation's goals and values, setting and communicating direction and developing key skills required to use different leadership styles.

By the end of this course you will be able to:

1. Understand how to connect the team with vision and strategy

- Why organisations or projects need a vision, mission and strategy and what they mean for first line leadership
- How to develop team objectives that support overall strategy and vision
- The importance of a team having a common sense of purpose that links to vision and strategy
- The role that effective communication plays in conveying the overall mission of the organisation
- How the collective work of the team and its individual members support this
- Effective techniques for communicating vision, goals and objectives

2. Understand how to Motivate and develop the team

- The critical importance of teams and individuals being motivated and committed to their objectives
- Alternative theories of motivation, e.g. Maslow, MacGregor, Herzberg, Vroom
- Motivational factors that are available to the leader
- An appreciation of how these factors can apply to different situations, teams and individuals
- How to select and use appropriate motivational factors

Merrit Training Consultants also offer a Level 5 qualification in Leadership both as an award and a certificate. Details follow in this brochure

Managing Projects

ILM Level 3

Effective Management

Aimed at:
First Line Managers

Prior Learning:
Should be able to undertake a work based assignment

Purpose and Aims:

As a practising or potential First Line Manager you will develop knowledge and understanding of managing projects.

Duration

1 day face to face session. For inclusion within ILM Level 3 Award in Effective Management a further self study project, reflective log and One - to - One coaching session is required.

Course Outline

Managing projects is a key skill for any manager. There is a need to balance varied stakeholder requirements with constraints of limited resources, ever-changing technologies, and innumerable demands from people. It is a juggling act, with too many balls in the air at once. It is one thing to learn to create a project plan, but effective managers also rely on the savvy that comes from painful experience. Coaching and survival tips from people who have already done their tour of duty in the project management trenches can save you from learning such lessons the hard way.

New projects can drive a business forward and contribute to its ongoing success. As a manager putting forward a new opportunity, it's vital that you can also provide a strong financial case for change. You will explore your responsibilities in spending significant amounts of time and money. You'll also look at cost-benefit analysis, the principles of 'payback' and how to assess the financial implications of your project.

Our training programme will enable you to learn before you try and at the same time experience such changes in real-life situations. Whilst no one technique is a silver bullet for your project management problems, it will provide you with a tool kit to help deliver to your expectations.

By the end of this course you will be able to:

1. Understand how to manage a simple workplace project

- Basic project design principles
- Simple tools for financial appraisal of projects
- Project planning techniques (Gantt charts, Flow charts, Network planning)
- Use of objectives and targets/milestones to monitor performance and review plans
- Project evaluation and review techniques

2. Understand the costs and benefits resulting from a workplace project

- Recent or current examples of change (including the work-based project)
- The costs associated with change – increases or savings
- Non-financial costs and benefits of change (social, environmental, human elements)
- An appreciation of how these factors can apply to different situations, teams and individuals
- How to select and use appropriate motivational factors

Information Systems

ILM Level 3

Effective Management

Aimed at:
First Line Managers

Prior Learning:
Should be able to undertake a work based assignment

Purpose and Aims:

As a practising or potential First Line Manager you will develop knowledge and understanding of the use of information systems in the workplace

Duration

1 day face to face session. For inclusion within ILM Level 3 Award in Effective Management a further self study project, reflective log and One - to - One coaching session is required.

Course Outline

Information Technology has revolutionised business and is a key factor in the competitiveness of any organisation. This course examines the benefits of IT and offers an overview of online technologies such as e-commerce, email, the internet and intranets. It features a step-by-step guide to spreadsheet and database applications.

You will look at different storage systems to manage paper-based and electronic information, finding out how to organise data so that you can find what you need, when you need it. You will also learn what information you must record to comply with organisational and legal requirements and how to keep records safe and confidential using these IT systems.

By the end of this course you will be able to:

1. Understand the need to maintain information systems

- The purpose of record-keeping for the organisation including legal requirements
- How to identify the essential content of records needed for internal and external use
- Storage, indexing and information retrieval systems (manual and IT, as appropriate)
- Confidentiality/security of records (level of access, backup, virus protection, legal aspects)

2. Understand the use of IT applications in an organisation

- Basics of using spreadsheets
- Basics of using databases
- Advantages and disadvantages of e-mail, internet and intranet
- The method of IT backup within an organisation

Merrit Training Consultants also offer a wide range of computer software courses including Handling Data and the use of Client Relationship management systems. Details are available online or in the computer software section of this brochure.

Leadership

Aimed at:

Middle to Senior Managers

Prior Learning:

Should be able in a position to regularly practise skills.
Award must be completed before the Certificate

Purpose and Aims:

As a practising and aspirational middle manager you will develop a range of basic management skills aligned to your specific needs.

Duration

The award is run over a period of 3 months with the certificate involving a further 3. The required learning consists of a full day face to face session for each of the Award and Certificate. There is also a work based self study reflection, One - to - One Coaching sessions and online tutorials.

ILM Level 5

Award and Certificate

Course Outline

"Management is doing things right; leadership is doing the right things." – Peter Drucker.

Understanding differences in leadership capability and managerial skills is important. At the same time understanding your own leadership style is quite significant; whether situational, transactional, transformational, autocratic, participative or indeed Laissez-Faire. You will be introduced to theories and concepts of leadership which will enable you to understand and discover your potential as a leader and develop your skills to apply in real life situations.

The ILM Level 5 Award in Leadership qualifications explore leadership roles and theories, self-leadership, emotional intelligence, winning and maintaining commitment of your teams towards the organisation's goals and values, setting and communicating direction and developing key skills required to use different leadership styles.

The Certificate in Leadership expands on the Award with a second unit focusing on the 'leadership journey' - a progressive programme using action learning plus a reflective log to develop leadership skills in the workplace. This qualification is designed for middle managers, particularly those preparing to move into a more senior leadership role, who are required to lead larger groups of people to achieve organisational goals.

The following modules will be provided for delegates undertaking the L5 Award in Leadership with Merrit Training Consultants:

Induction (Half Day Session)

This session covers your understanding of the programme, what you can expect from us and self assessment of your preferred style of working.

M5.29: Assessing your own leadership capability and performance (2 days)

This module will enable you to explore leadership styles within your organisation, the commitment and motivation of your teams and your own ability to motivate teams to meet organisational goals. You will also be able to understand how communication and interpersonal relationships influence managerial performance in the workplace.

To achieve the Certificate, delegates are also required to complete:

M5.30: Improving own Leadership Performance through Action Learning (2 Days)

This module is devoted to improving your leadership capability, through a progressive programme using Action Learning and a Reflective Leadership Log, - to develop and practice the skills of leadership in the workplace at the appropriate level, over a minimum period of six months.



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