

# BTEC Level 3 Certificate in Management



A 12-day programme in six 2-day modules

## Who for:

Individuals recently promoted to their first management role, those managers currently in development or anticipating their promotion to management in the next 12 months.

## In this programme, you will learn and practise:

- Leadership Skills, Motivation and Personality: exploring the knowledge that underpins approaches to leadership and management; investigating the important links between leadership and motivation; the impact of personality on a leader's preferred management style
- Managing Time and Delegation: the importance of planning and prioritising, techniques for blitzing those time thieves, recipes for effective delegation. Delivering Quality: defining Quality in your organisation, building and nurturing a Quality Culture
- Teamwork, Turbulence and Conflict: causes of team conflict, options for preventing and/or managing challenging situations, seeking and building consensus. Communication Upwards, Downwards and Sideways: communicating assertively, understanding and avoiding non-assertive behaviour; influencing with integrity, making your case with clarity and empathy
- Managing Performance and Appraisal: the stages of Managing Performance, clarifying roles, tasks and standards, assessing and evaluating performance, reviewing performance, preparing and conducting appraisal interviews, setting and agreeing performance objectives, principles and process of formal discipline
- The leader as Learning Manager: learning theories and training styles, the learning and development cycle, establishing learning objectives, planning and implementing development; coaching skills for managers, directive and non-directive techniques, planning coaching programmes and sessions
- Continuous personal development: setting personal performance and development goals, writing, implementing, monitoring and reviewing a personal development plan, seeking and using feedback (including 360°) to improve personal performance. Practical Assessment Day to test application of learning and support transfer of new skills to the workplace

