

# BTEC Level 5 Certificate in Management and Leadership



A 12-day programme in six 2-day modules

## Who for:

Once Individuals have gained experience as supervisors and first level managers, they mature as established leaders at the next level. At BTEC Level 5, some key topics are revisited in depth with more stretching assessments and more demanding content than delegates may have experienced at Level 3.

A range of psychometric tests enables delegates to assess the strengths, potential limitations and likely impact of their own "default" styles, together with options and activities for optimising any "shadow sides".

The programme requires delegates to commit time (approximately 1 day between every 2-day block) to the completion of assessed course work.

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

- Management and Leadership: exploring the theory and application of key leadership models; Leadership and Personality: a personal leadership/characteristics/style inventory to examine the strengths, limitations and impact of preferred styles
- Communication: directive styles and persuasive styles (push/pull), elements of effective communication, communication channels and their effectiveness. Meetings: enhancing effectiveness and efficiency. Non-verbal communication: body language and congruence
- Assertiveness Skills: for planning, for communicating, for saying "No", for making non-negotiable requests. Transactional Analysis: a tool for understanding and managing the dynamics and drivers of communication. Workplace Communication: improving and managing your own communication systems and channels at work
- Setting, Monitoring and Reviewing Objectives: how to establish and agree goals which are clear, realistic, motivational and "watertight"; what to do if circumstances change and invalidate the goals, how to manage resistance. Managing and Improving Performance: the performance management cycle, setting expectations and standards, reviewing performance (especially under-performance), how to improve team members' performance, an overview of disciplinary procedures



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- Planning Management and Leadership Development: the final step in managing performance, continuous growth and development, career planning, development goals, learning plans, learning methods. Leading and Managing Change: understanding the structure of change, resistance to change, managing perceptions of change, roles of change, influencing in the context of change
- Quality and Quality Systems: the Quality Model, approaches to Quality in a public service, defining and delivering Quality externally and internally. Managing Time: planning systematically, cutting out the 'Time Thieves', delegating effectively. Practical Assessment Activities: final observation assessment of applied interactive leadership skills

