

# EFFECTIVE TEAM LEADER PROGRAM

## ILM Certificate Program for Front Line Managers in the Water Industry

### PROGRAM OVERVIEW

The Effective Team Leader Program is designed for **front-line supervisors and managers in the water industry**, who are seeking to enhance their skills in leadership and management, and build teams capable of achieving high-performance.



Course content is adapted to meet the needs of aspiring leaders in the UK water industry.

### LEARNING FORMAT

The program is delivered through:

- Masterclasses delivered by passionate and experienced tutors who have also held leadership roles in the UK Water Industry
- **Online Learning** through self-assessments, work-based projects and peer-to-peer support
- **Assessment** comprising short on-line quizzes for each course, followed by formal assessment completed in-class. *Minimal work required outside of classroom*
- Participants must successfully complete **all 6** of the courses in the program to qualify for the certificate.
- Each course involves between 5-7 hours guided learning hours
- **Tutor Support** is available through email, web conferencing and phone, throughout your program.
- All learners have automatic **membership of the ILM** for 6 months from the date of enrollment.

### PROGRAM FEES

**FEES: on application**

### ILM CERTIFICATION



This program is awarded by **The Institute of Leadership** and Management (ILM). On successful completion of the program, participants receive an ILM Level 3 Certification.





<b>PROGRAM CONTENT (Abridged)</b>	
Course 1	<p><b>DEVELOPING YOUR LEADERSHIP STYLES</b></p> <ul style="list-style-type: none"> <li>– Understanding leadership</li> <li>– Understanding leadership styles</li> <li>– Situational leadership</li> <li>– Using the 3 main leadership styles</li> <li>– Lead for employee engagement</li> <li>– Leading through motivation</li> </ul>
Course 2	<p><b>BUILDING AN EFFECTIVE TEAM</b></p> <ul style="list-style-type: none"> <li>– Key Factors in Team Success</li> <li>– Team Goal Setting</li> <li>– Forming an Effective Team</li> <li>– Team Motivation and Performance</li> <li>– Managing Team Roles for Performance</li> </ul>
Course 3	<p><b>MANAGING MEETINGS</b></p> <ul style="list-style-type: none"> <li>– Planning and preparing for the meeting</li> <li>– Preparing Agendas and meeting logistics</li> <li>– Chairing the meeting</li> <li>– Managing Disruptive participants</li> <li>– Manage the taking of minutes</li> </ul>
Course 4	<p><b>PROBLEM SOLVING AND DECISION MAKING</b></p> <ul style="list-style-type: none"> <li>– The problem Solving Method</li> <li>– Root cause analysis</li> <li>– Effective Decision making</li> <li>– Solution Generation Techniques</li> <li>– Risk Analysis</li> <li>– Planning Solution Implementation</li> </ul>
Course 5	<p><b>Understanding Customer Service Standards and Requirements</b></p> <ul style="list-style-type: none"> <li>– Understanding the legal rights of water industry customers</li> </ul>

	<ul style="list-style-type: none"> <li>- Building reputation and trust</li> <li>- Using customer service standards</li> <li>- Managing a team to provide exceptional customer service</li> </ul>
Course 6	<p><b>Optional Unit (choose one of the following)</b></p> <ul style="list-style-type: none"> <li>- Managing Workplace Projects in the Water Industry</li> <li>- Building an Awareness of Waste Management in the water industry</li> <li>- Understanding Performance Management</li> <li>- Giving Briefings and Making Presentations</li> <li>- Understanding Innovation and Change in an the Water Industry</li> <li>- Understanding the Management Role to Improve Team Performance</li> <li>- Understanding Financial Management</li> </ul>