



Level 3 Certificate in Principles of Leadership and Management

This qualification allows your learners to understand techniques for planning, organising and allocating work. They will develop their knowledge of conflict, performance and stress management in the workplace and build their confidence as they learn how to motivate and manage a team effectively.

TSN does not offer any leadership and management training courses at a higher level than our Level 3 Certificate in Principles of Leadership and Management. However, your learners could progress on to study our Level 3 Certificate in Principles of Customer Service.

Key Information

Cost	From: €630 Now: €150
Course Length	61 hours
Awarding Body	ILM
Learning Method(s)	Online learning materials with online assessment

Course Outline

Unit 1: Solving problems and making decisions

In this unit, your learners will learn how to recognise, investigate and analyse problems and resolve them using various techniques including creative thinking and brainstorming. They will also learn the difference between data and information and how to interpret these sources.

Unit 2: Planning and allocating work

Within this unit, your learners will identify organisational targets relevant to their team, learn how to set objectives, allocate work and monitor planned activity to achieve those targets. They will also learn about possible causes of variance from planned activity and how to improve performance.

Unit 3: Understanding conflict management in the workplace

This unit will introduce your learners to possible causes of conflict in the workplace and how conflict can affect performance. Learners will consider techniques which could be used to minimise and resolve issues in the workplace and how, as a manager, they could promote positivity.

Unit 4: Understanding stress management in the workplace

Throughout this unit, your learners will learn to recognise the symptoms of stress in themselves and in others. They will examine the causes and impact of stress in an organisation and discover stress management techniques, alongside what actions should be taken to minimise stress in the workplace.

Unit 5: Understanding discipline in the workplace

This unit covers the legal aspects of the disciplinary process and how to deal with issues using an organisation's policies and procedures as a guide. Your learners will develop their understanding of the purpose of disciplinary procedure and identify the skills needed as a manager to monitor discipline in the workplace.

Unit 6: Understanding the induction of new staff in the workplace

This unit highlights the importance of an effective induction for new starters and legal aspects which should be included in the induction process. Your learners will also discover methods which can be used to evaluate the effectiveness of an induction and how to monitor progress during induction.

Unit 7: Understanding performance management

Your learners will gain an understanding of the value of formal and informal performance assessment in the workplace. This unit will also develop their knowledge of fair and objective assessment techniques and how to set objectives and monitor performance against agreed standards.

Unit 8: Understanding organising and delegating in the workplace

Your learners will gain an understanding of how to make effective use of their team's individual knowledge and skills to efficiently plan and achieve objectives. They will learn techniques which can be used to delegate, identify and overcome barriers to delegation, and will also focus on the benefits of empowerment in the workplace.

Unit 9: Leading and motivating a team effectively

This unit will equip your learners with the knowledge and skills needed to communicate an organisation's vision and strategy to their team, motivate team members, establish a common sense of purpose, commitment and develop teamwork.

Unit 10: Understanding leadership

This unit will underpin your learners' knowledge of leadership styles and teach learners to consider the possible positive and negative effects of certain leadership styles within the workplace. Learners will assess their own leadership behaviours and potential by analysing themselves in context and through receiving feedback.

More Information

Click [here](#) to watch the online demo.

Please note that your access will be valid for 90 days.

To register

Please click [here](#) and complete the online registration form.

Or Return to the [website](#).