

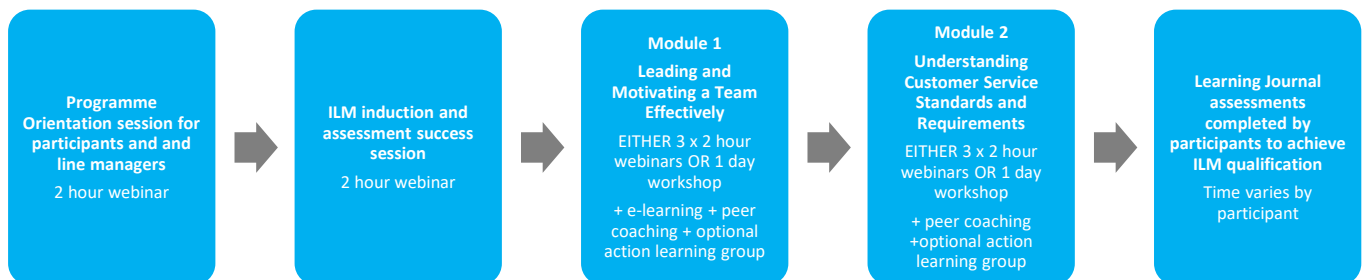


Virtual ILM Level 3 Award in Leadership and Management

This virtual qualification is delivered for people managers and aspiring people managers using distance and remote methods of blended learning (with face-to-face workshop options should you prefer this). It's a great way to upskill your remote workers as well as those in offices.

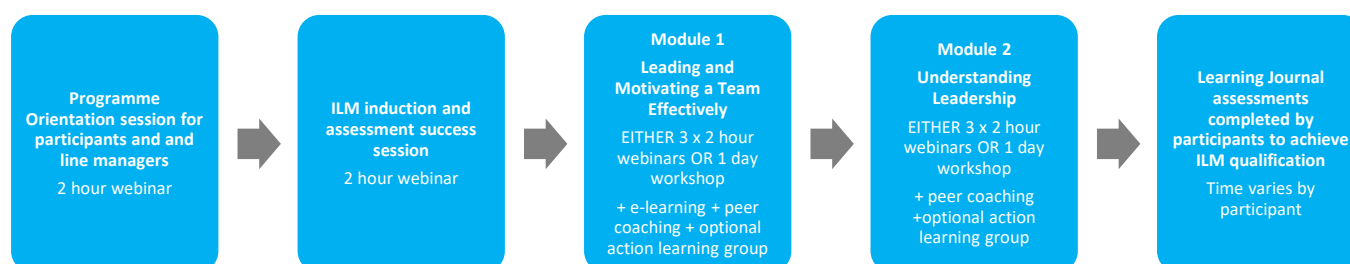
This internationally recognised and respected qualification is delivered by distance and remote teaching methods, making it a flexible and accessible way to upskill your people managers and aspiring people managers, whether they are based in the office, at home or have flexible working patterns. The virtual delivery cuts time, venue and travel expenses making it cost-effective.

1 Option 1 – Customer Service Leadership route (suited to customer-facing organisations)



Dedicated Support Coach provides guidance, 1-2-1 coaching and tutorial support to participants and facilitates regular 3-way “progress, support and challenge” conversations between participants and their line managers throughout

2 Option 2 – Leadership route (suited to production and non-customer facing organisations)



Dedicated Support Coach provides guidance, 1-2-1 coaching and tutorial support to participants and facilitates regular 3-way “progress, support and challenge” conversations between participants and their line managers throughout

Learning outcomes of the qualifications

By the end of either of these qualifications, participants will be able to:

- Understand their role as a manager within your organisation.
- Be an effective leader to remote and virtual teams as well as office teams.
- Feel confident living your organisation’s vision and values and act as a role model to inspire others.
- Demonstrate your organisation’s leadership skills and behaviours in their daily role, whether in person or remotely.
- Manage poor performance effectively and be able to create high performing virtual/remote and office teams.
- Communicate, collaborate and engage with others both in person and at a distance.

And on the Customer Service route:

- Improve the customer experience through personal actions and through their teams.

And on the Leadership route:

- Empower others to deliver in their roles, even during times of transition and change.

What does each module achieve?

Leading and Motivating a Team Effectively

This module helps participants to understand the need for teams to have a sense of vision and purpose that reflects the organisation's vision and purpose, and the role that effective communication, motivation and individual and team development play assess their own effectiveness in communicating with, motivating and developing a team using real-life evidence and examples from the workplace.

Understanding Customer Service Standards and Requirements

This module develops participants' knowledge and understanding of the importance of customer service standards to both the customer and the organisation in defining what customers can expect from the organisation and the organisation's obligations to its customers. Success in achieving these standards will not only lead to increased customer satisfaction and fewer complaints but also to improvements motivation and morale within the team. The assessment for this module asks participants to demonstrate their knowledge of customer service and customer service standards. It also requires them to show how monitoring customer service standards and gathering feedback from customers can be used to improve performance.

Understanding Leadership

This module develops participants' knowledge and understanding of different leadership styles or behaviours to be found in the workplace, including an understanding of participants' own preferred leadership behaviours, and the impact that these different styles are likely to have on behaviour of team members. The assessment for this module asks participants to demonstrate this understanding in the context of their own organisation. It also requires them to use feedback to assess and reflect on their own preferred leadership style in order to identify how they could modify behaviours or build upon existing strengths to become more effective in a leadership role.

We make some of our high impact scenario-based [e-learning modules](#) available to participants to support their learning:

- Communication Skills
- Performance Conversations

These are carried out in between webinars so that the facilitator and participants can review the learning and benefit from sharing real-life issues, challenges and successes in these areas. This runs alongside a [peer coaching scheme](#) which

operates throughout the programme and beyond, giving participants a ready-made network both now and in their future career development.

Finally, the [optional action learning groups](#) after each module are available for you to choose where you feel participants would benefit from sharing their experience and advice as a peer group to take greater ownership of their workplace challenges and issues and find practical solutions and business improvements together.

Learning methodologies

- Interactive [webinars](#) with participative tools to keep up engagement and interest, led by an experienced facilitator – or face-to-face workshops where this is more appropriate.
- Access to two high quality [e-learning modules](#) to support learning.
- Signposting to additional [online and digital resources](#) for further self-directed learning.
- 1-2-1 [virtual coaching sessions](#) throughout the programme with the dedicated Support Coach.
- A [peer coaching](#) scheme throughout.
- Regular facilitated virtual [3-way “progress, support and challenge” conversations](#) between the Support Coach, participant and line manager to help the transfer of learning back to the workplace.
- [Optional action learning groups](#) after each module to build a network and engage with each other’s challenges and peer advice.

Investment

Core programme:

£995 + VAT per participant for virtual programme without optional action learning groups

Optional action learning groups:

£70 + VAT per participant for each action learning group

Optional face-to-face workshops:

Facilitator and venue expenses invoiced at cost

Minimum 8 participants, maximum 15 participants

To find out more and discuss how Keystone can support your remote teams and their managers, please contact:

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