

Turn your **aspiring leaders** into **inspiring leaders**.

A motivational leader will know how to manage their team as individuals, resource manage the team to play to its individual strengths and know what makes each aspect of the team tick.

Consider the cost of replacing individual elements of the team; it makes sense to ensure the existing members are productive and more importantly, happy.

Vocational training can develop the managers you need, with the specific skills required for leading people in your business.

Qualification aim

To give junior managers the **communication and motivational skills** to help improve **operational efficiency**.

Who is this qualification suitable for?

Supervisors and first line managers who wish to build on and develop their existing management skills and knowledge. Learners may go on to complete a higher level managerial qualification in order to further progress their career.

Learners will be assessed in the workplace and so it is essential that their current role allows them to demonstrate management skills in practice.

What is involved?

The Certificate is made up of three mandatory units and a range of optional units. Learning will be tailored to your industry and organisation.

Example units

- Manage own professional development
- Set objectives and provide support for team members
- Plan, allocate and monitor work of a team
- Lead and manage meetings
- Analyse the market in which your organisation operates
- Make effective decisions
- Manage a tendering process
- Plan and manage a project
- Develop and implement marketing plans
- Manage the achievement of customer satisfaction
- Prepare for and support quality audits
- Address performance problems affecting team members
- Build, support and manage a team
- Manage conflict in a team
- Managing grievance procedures
- Support the management of redundancies
- Develop and implement a risk assessment plan
- Manage physical resources
- Manage the environmental impact of work activities

Qualification and progression

This Certificate can form part of the Management Advanced Apprenticeship; check with your training provider at the point of registration if the learner is to be enrolled onto the Certificate only or an apprenticeship programme.

How can you ensure you gain the most from your first line managers?