

# Leadership & Management

TRAINING COURSES  
AND QUALIFICATIONS





## What is the Skills Bank?

The Skills Bank is a £17 million fund to upskill workers in the Sheffield City Region. The funding comes from two streams: the European Social Fund and Growth Funding. If candidates are eligible they can be funded under both streams.

The Sheffield City Region comprises nine local authority areas: Barnsley, Bassetlaw, Bolsover, Chesterfield, Derbyshire Dales, Doncaster, North East Derbyshire, Rotherham and Sheffield.

Your CQM Account Manager will help you select the courses you need and then guide you through the registration process to claim your funding.

How much you can claim is dependent on the size of your organisation and the sector you work in. However, you could receive up to 70% funding. This is assessed on a case by case basis.

Our workshops require a minimum of six people to run. If you do not have six people for the course at your organisation please contact us to enquire about open courses or to request a bespoke quote for fewer learners.

**All prices listed are exclusive of VAT.**

To claim Skills Bank funding, you will have to register on their website:

[sheffieldcityregionsskillsbank.co.uk](https://sheffieldcityregionsskillsbank.co.uk)

CQM Learning can help to guide you through registration, identifying the best training to develop your staff and creating a Skills Deal to secure your funding.



## Negotiating a Skills Deal

The courses detailed in this brochure are suitable for Skills Bank funding as they will up-skill your team leaders, supervisors, senior staff and management to become more effective and efficient within their roles.

Recognising staff development requirements and addressing them through effective, relevant training will:

- Improve the image of the company e.g. Investors in People, ISO
- Reduce employment related issues such as grievances
- Reduce time spent by management on dealing with HR issues
- Reduce employee absence due to work related stress
- Improve staff motivation
- Increase efficiency in project management, time management
- Improve individual and team performance
- Reduce business costs – which you can then invest in other training areas
- Show your staff a level of commitment to them which should result in their loyalty to your organisation, thus reducing staff turnover

*Call us and we'll help you*

*to get the best deal!*

**0114 281 5754**



## Who are CQM Learning?

Based in Sheffield, we are an independent training provider, delivering to a wide range of businesses across the region. We have trained over 25,000 people in the last seven years.

We create bespoke packages of vocational training to equip people with the skills and awareness they need to operate within the law and best practice guidance.

Our comprehensive training portfolio includes trainer-led workshops, distance learning and e-learning. We can manage everything from training needs analysis and recruitment to post training evaluation and reporting.

**“It has opened my mind to looking at things from another perspective and given me tools to use at work.”**

**“The programme was delivered with enthusiasm and sensitivity. You read the make-up of the room very well. The accent you placed on keeping the focus on self was important and I like the way you kept the focus tight. I admired the upbeat tone of all presentations as this proved infectious, the feedback was insightful and you got us to “own” our reflections. ”**

**- Greensleeves Homes Trust**

For further information please contact Stephanie Lowe on **0114 281 5754** or **[stephanie.lowe@cqmlearning.co.uk](mailto:stephanie.lowe@cqmlearning.co.uk)**



Ministry of Justice

A few of our happy customers



# Courses

Contribute to Innovation and Creativity Level 3	7
Solving Problems and Making Decisions Level 3	8
Establish an Effective Team Level 3	9
Understanding Leadership Level 3	10
How to Motivate to Improve Performance Level 3	11
Managing Workplace Projects Level 3	12
Good Practice in Workplace Coaching Level 3	13
Leading Innovation and Change Level 5	14
Managing Projects in the Organisation Level 5	15
Developing and Leading Teams Level 5	16
Effective Management Coaching and Mentoring Level 5	17
Bespoke Leadership and Management Pack	18
Bespoke Leadership and Management Workshops	19



# Contribute to Innovation and Creativity Level 3

Price per person	1-10	11-20	21+
Standard	£20.00	£19.00	£18.00
70% funding	£6.00	£5.70	£5.40
60% funding	£8.00	£7.60	£7.20
50% funding	£10.00	£9.50	£9.00

Distance learning workbook, developed to support the Level 3 ILM Leadership and Management qualification.

## Course content includes:

- Incremental, step and major innovation
- Major drivers of creativity
- Developing a culture of innovation
- How innovative are you?
- Analysing the operating environment
- Creating a climate in which creativity and innovation can flourish
- Encourage innovative thinking
- Changing thinking in business
- Thinking creatively - logical v lateral thinking
- Challenging assumptions and rules
- Judging success
- Financial aspects of innovation
- Tools and techniques for creativity and innovation

### Target Audience

New managers and those looking to raise the level of innovation and creativity within their business.

Max. people **n/a**

Course length **9 hours**



To enquire about this course, call Stephanie at CQM Learning  
0114 281 5754 or [stephanie.lowe@cqmlearning.co.uk](mailto:stephanie.lowe@cqmlearning.co.uk)



# Solving Problems and Making Decisions

## Level 3

Price per person	1-10	11-20	21+
Standard	£20.00	£19.00	£18.00
70% funding	£6.00	£5.70	£5.40
60% funding	£8.00	£7.60	£7.20
50% funding	£10.00	£9.50	£9.00

Distance learning workbook, developed to support the Level 3 ILM Leadership and Management qualification.

### Course content includes:

- Definitions: problems and decisions
- Problem solving approaches
- Root cause analysis - rational problem solving
- Analysing the problem situation
- Identifying and evaluating options
- Methods of making decisions
- Participative/group decision-making
- Presentation of a case - recommending solutions
- Dealing with data and information
- Charts and diagrams
- Implementation of decisions - action planning and scheduling work
- Creative problem solving
- Tools and techniques for creativity and innovation
- Planning and monitoring techniques
- Communicating decisions

#### Target Audience

New managers and those looking to improve their problem solving and decision making skills.

Max. people **n/a**

Course length **9 hours**



To enquire about this course, call Stephanie at CQM Learning  
0114 281 5754 or [stephanie.lowe@cqmlearning.co.uk](mailto:stephanie.lowe@cqmlearning.co.uk)



# Establish an Effective Team Level 3

Price per person	1-10	11-20	21+
Standard	£20.00	£19.00	£18.00
70% funding	£6.00	£5.70	£5.40
60% funding	£8.00	£7.60	£7.20
50% funding	£10.00	£9.50	£9.00

Distance learning workbook, developed to support the Level 3 ILM Leadership and Management qualification.

## Course content includes:

### Understanding teams

Characteristics of an effective team; Groups and teams; Benefits of team-working

### Relationships in the workplace

Types of workplace relationships; Policies and procedures; Essential workplace social skills; Organisational culture; The psychological contract; Individual difference: personality and behaviour; Communication in effective working relationships; Trust, confidentiality and open communication

### Building and developing teams

Tuckman's team development model; Belbin team roles model; Team values; Building a balanced team to achieve objectives

#### Target Audience

New team leaders, supervisors and managers, or those looking to improve the effectiveness of their team management.

Max. people **n/a**

Course length **5 hours**



To enquire about this course, call Stephanie at CQM Learning  
0114 281 5754 or [stephanie.lowe@cqmlearning.co.uk](mailto:stephanie.lowe@cqmlearning.co.uk)



# Understanding Leadership Level 3

Price per person	1-10	11-20	21+
Standard	£20.00	£19.00	£18.00
70% funding	£6.00	£5.70	£5.40
60% funding	£8.00	£7.60	£7.20
50% funding	£10.00	£9.50	£9.00

Distance learning workbook, developed to support the Level 3 ILM Leadership and Management qualification.

## Course content includes:

- Understanding the difference between leadership and management
- Leadership
- Leadership authority
- Trust
- Leadership theories
- Leadership styles and culture
- Leading teams
- Personal development planning

### Target Audience

Managers looking to improve their knowledge and understanding of leadership skills.

Max. people **n/a**

Course length **6 hours**



To enquire about this course, call Stephanie at CQM Learning  
0114 281 5754 or [stephanie.lowe@cqmlearning.co.uk](mailto:stephanie.lowe@cqmlearning.co.uk)



# How to Motivate to Improve Performance Level 3

Price per person	1-10	11-20	21+
Standard	£20.00	£19.00	£18.00
70% funding	£6.00	£5.70	£5.40
60% funding	£8.00	£7.60	£7.20
50% funding	£10.00	£9.50	£9.00

Distance learning workbook, developed to support the Level 3 ILM Leadership and Management qualification.

## Course content includes:

- Drivers of motivation
- Leadership and motivation
- Herzberg's 2-factor theory
- Delegating for motivation and performance
- Job characteristics model
- Motivating for high performance
- Individual motivations - the psychological contract
- Medal and mission
- Motivating with appraisals
- Employee engagement - creating a motivational working culture
- Attitudes, motivation and performance
- Connecting values to motivation
- Monitoring team performance
- Key performance methods
- Dealing with underperformance

### Target Audience

Managers looking to improve their knowledge and understanding of leadership skills.

Max. people **n/a**

Course length **9 hours**



To enquire about this course, call Stephanie at CQM Learning  
0114 281 5754 or [stephanie.lowe@cqmlearning.co.uk](mailto:stephanie.lowe@cqmlearning.co.uk)



# Managing Workplace Projects

## Level 3

Price per person	1-10	11-20	21+
Standard	£20.00	£19.00	£18.00
70% funding	£6.00	£5.70	£5.40
60% funding	£8.00	£7.60	£7.20
50% funding	£10.00	£9.50	£9.00

Distance learning workbook, developed to support the Level 3 ILM Leadership and Management qualification.

### Course content includes:

#### The Project Environment

Project parameters; The project life cycle

#### Starting a Project

The business case; Identifying options; Evaluating options; Cost benefit analysis; Specifying the deliverable

#### Planning a Project

Estimating; Work breakdown structures; Gantt charts; Network diagrams

#### Managing the Project

Setting objectives; Reviewing progress; Financial management; Evaluating the project; Managing people

#### Target Audience

Anyone undertaking a management project.

Max. people **n/a**

Course length **7 hours**



To enquire about this course, call Stephanie at CQM Learning  
0114 281 5754 or [stephanie.lowe@cqmlearning.co.uk](mailto:stephanie.lowe@cqmlearning.co.uk)



# Good Practice in Workplace Coaching Level 3

Price per person	1-10	11-20	21+
Standard	£20.00	£19.00	£18.00
70% funding	£6.00	£5.70	£5.40
60% funding	£8.00	£7.60	£7.20
50% funding	£10.00	£9.50	£9.00

Distance learning workbook, developed to support the Level 3 ILM Leadership and Management qualification.

## Course content includes:

- What is coaching? What is mentoring?
- The coaching environment
- Barriers to coaching
- Identifying the coaching needs of individuals
- Structuring coaching interventions
- The SURE framework for coaching
- Learning styles
- The GROW model
- The OSCAR coaching model
- Double loop learning
- Johari's window
- Questioning technique
- Competences for coaching
- Ethics in coaching
- Record keeping

### Target Audience

New managers, team leaders, supervisors or anyone else responsible for coaching and mentoring others in the workplace.

Max. people

n/a

Course length

9 hours



To enquire about this course, call Stephanie at CQM Learning  
0114 281 5754 or [stephanie.lowe@cqmlearning.co.uk](mailto:stephanie.lowe@cqmlearning.co.uk)



# Leading Innovation and Change Level 5

Price per person	1-10	11-20	21+
Standard	£20.00	£19.00	£18.00
70% funding	£6.00	£5.70	£5.40
60% funding	£8.00	£7.60	£7.20
50% funding	£10.00	£9.50	£9.00

Distance learning workbook, developed to support the Level 3 - 5 ILM Leadership and Management qualifications.

## Course content includes:

- Defining change
- Benefits of innovation and change
- Innovation and creativity
- Creating an environment that encourages innovation
- Environmental scanning
- Barriers to change
- Identifying and evaluating options
- Managing change
- Planning change
- Communicating change
- Taking people with you - leading change

### Target Audience

Managers wishing to develop their leadership skills.

Max. people **n/a**

Course length **24 hours**



To enquire about this course, call Stephanie at CQM Learning  
0114 281 5754 or [stephanie.lowe@cqmlearning.co.uk](mailto:stephanie.lowe@cqmlearning.co.uk)



# Managing Projects in the Organisation Level 5

Price per person	1-10	11-20	21+
Standard	£20.00	£19.00	£18.00
70% funding	£6.00	£5.70	£5.40
60% funding	£8.00	£7.60	£7.20
50% funding	£10.00	£9.50	£9.00

Distance learning workbook, developed to support the Level 3 -5 ILM Leadership and Management qualifications.

## Course content includes:

### The Project Environment

Project parameters; Project Life Cycle; Project hierarchy

### Starting a Project

The business case; Identifying and evaluating options; Financial information - cost benefit analysis; Specifying the deliverable

### Planning a Project

Estimating; Planning tools and techniques

### Managing the Project

Managing quality; Managing the budget; Managing the plan; Managing risk and issues

### Evaluating the Project and Developing Yourself as a Project Manager

#### Target Audience

Managers wishing to develop their leadership skills.

Max. people **n/a**

Course length **18 hours**



To enquire about this course, call Stephanie at CQM Learning  
0114 281 5754 or [stephanie.lowe@cqmlearning.co.uk](mailto:stephanie.lowe@cqmlearning.co.uk)



# Developing and Leading Teams Level 5

Price per person	1-10	11-20	21+
Standard	£20.00	£19.00	£18.00
70% funding	£6.00	£5.70	£5.40
60% funding	£8.00	£7.60	£7.20
50% funding	£10.00	£9.50	£9.00

Distance learning workbook, developed to support the Level 3 - 5 ILM Leadership and Management qualifications.

## Course content includes:

- Team development
- Team roles
- Techniques for evaluating team performance
- Understanding the difference between leadership and management
- Leadership and motivation
- Traditional motivation theories
- Modern motivation theories
- Leadership theories
- Performance management and learning from experience

### Target Audience

Managers wishing to develop their leadership skills.

Max. people **n/a**

Course length **18 hours**



To enquire about this course, call Stephanie at CQM Learning  
0114 281 5754 or [stephanie.lowe@cqmlearning.co.uk](mailto:stephanie.lowe@cqmlearning.co.uk)



# Effective Management Coaching and Mentoring Level 5

Price per person	1-10	11-20	21+
Standard	£20.00	£19.00	£18.00
70% funding	£6.00	£5.70	£5.40
60% funding	£8.00	£7.60	£7.20
50% funding	£10.00	£9.50	£9.00

Distance learning workbook, developed to support the Level 3 - 5 ILM Leadership and Management qualifications.

## Course content includes:

- What is coaching? What is mentoring?
- Making a case for using coaching and mentoring to benefit individuals and organisational performance
- Structuring coaching and mentoring interventions
- The SURE framework for coaching
- Learning styles
- Exploring possibilities and coaching/mentoring for decisions
- Third party dialogue
- Confidence-building through coaching and mentoring
- Goal setting
- Anchoring technique
- Statutory aspects of coaching and mentoring
- Supervision in coaching and mentoring
- Establishing and embedding a coaching and mentoring culture
- Evaluation of coaching and mentoring

### Target Audience

Managers wishing to develop their coaching and mentoring skills.

Max. people **n/a**

Course length **18 hours**



To enquire about this course, call Stephanie at CQM Learning  
0114 281 5754 or [stephanie.lowe@cqmlearning.co.uk](mailto:stephanie.lowe@cqmlearning.co.uk)



# Bespoke Leadership and Management Pack

## Level 3 to 5

Price per person	1-10	11-20	21+
Standard	£50.00	£47.50	£45.00
70% funding	£15.00	£14.25	£13.50
60% funding	£20.00	£19.00	£18.00
50% funding	£25.00	£23.75	£22.50

Choose any three of our distance learning workbooks, developed to support the Level 3 - 5 ILM Leadership and Management qualifications.

### Choose three titles:

#### Level 3

- Solving problems and making decisions
- Contribute to innovation and creativity
- Understanding leadership
- Establish effective teams
- Motivate to improve performance
- Managing workplace projects
- Good practice in workplace coaching

#### Level 5

- Leading innovation and change
- Managing projects in the organisation
- Developing and leading teams
- Effective management coaching

#### Target Audience

Managers wishing to develop their leadership and other skills.

Max. people **n/a**

Course length **18 hours+**



To enquire about this course, call Stephanie at CQM Learning  
0114 281 5754 or [stephanie.lowe@cqmlearning.co.uk](mailto:stephanie.lowe@cqmlearning.co.uk)



# Bespoke Leadership and Management Workshops

Price per person	1-10	11-20	21+
Standard	£150.00	£145.00	£140.00
70% funding	£45.00	£43.50	£42.00
60% funding	£60.00	£58.00	£56.00
50% funding	£75.00	£72.50	£70.00

Workshops tailored to cover leadership and management issues relevant to your business, to help grow your managers and the business they lead.

## Topics could include:

- High performing teams
- Stress management
- Leadership
- Getting the requirement right
- Customer care
- Grievance handling
- Maximising your potential
- Risk management
- Relationship management
- Facilitation skills
- Making change happen
- Knowing the customer
- Running effective meetings
- Dealing with conflict
- Motivating your team
- Sales and marketing
- Managing change
- Coaching, mentoring and feedback
- Coaching skills for managers
- Dealing with difficult people
- Interviewing skills
- Writing a business case
- Budgeting and forecasting
- Time management
- Presentation skills
- Assertiveness skills
- Interpersonal communication skills
- Effective appraisal writing
- Understanding behaviour
- Team building
- Strategic thinking
- Influencing and persuading

### Target Audience

Managers wishing to develop their leadership and other skills.

Max. people

**12**

Course length

**7.5 hours**



To enquire about this course, call Stephanie at CQM Learning  
0114 281 5754 or [stephanie.lowe@cqmlearning.co.uk](mailto:stephanie.lowe@cqmlearning.co.uk)

