CHALLENGE
TRAINING AND CONSULTANCY LTD

ilm Approved Centre

ILM LEVEL 2 AWARD IN LEADERSHIP & TEAM SKILLS
4 DAYS

Who is the course for:

Those who are required to supervise others as part of their role, and where they are accountable for the outputs and results of a small team. The course would be suitable for established team leaders who wish to check their approaches and refresh their knowledge and skills, those new to; or aspiring to become team leaders.

By the end of the course participants will:

- Have a better understanding of the knowledge, skills and behaviours to perform well within a team leader role including the difference between authority and accountability.
- Be more competent and confident when managing small teams of people within the workplace and encourage an inclusive and fair culture at work.
- Have learned techniques to enhance performance of individuals and teams through motivation, delegation and allocation of work.
- Be able to communicate more effectively to individuals and teams including briefing others and giving feedback in the right way.
- Know how to deal with a range of challenging situations in an appropriate manner including giving feedback to others.

Why choose Challenge:

Four contact days plus support throughout your learning journey ensures you maintain momentum on the course with opportunity to meet other participants and hone your skills.

- Like minded participants all of whom are sponsored by their organisation ensures you will have the opportunity to build your network and share and compare against best practice.
- A course tutor is available to contact between delivery days to help with any aspect of the course content or assessment.
- A trusted brand. Challenge has direct claim status from ILM for level 2 to level 7 with ILM which is awarded only to those centres who have demonstrated consistently high standards in design, delivery and assessment over a number of years.
- Challenge has been the largest centre for ILM qualifications in the East Midlands since 2013, registering more delegates onto ILM programmes than any other centre. We are an approved supplier of ILM programmes for many large organisations who nominate staff members to access our training programmes year on year.
- Delivery which is interactive and tailored to the needs of participants including examples drawn from the sectors they work in.
- Assessments which add value to the organisation and are designed to encourage reflection and personal development.

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DAY	TOPIC	SUMMARISED CONTENT	DATE
1	**Introduction + The Role of the Team Leader**	• Roles, functions & responsibilities of a team leader and making the transition from friend to supervisor. • Recognising the full scope of the role – duty of care and the implications for managing others. • Equality, diversity and inclusion and how to create a fair culture. • Identifying the limits of your authority, and responsibility. What are you accountable for? • Role modelling in practice – what's your personal brand? • Setting SMART objectives for yourself and others.	Tuesday 13th October 2026
2	**Communications & Team Briefing Skills**	• Communications in the 21st Century. Communication modes and methods (Online meetings, social media, WhatsApp, social media – the use of and implications when managing others. • Understanding your own communication style & preferences & how to adjust this to audience needs including verbal and non-verbal communications and body language. • How to project a positive personal brand when online and in person. • Structuring written communications and what to record, when and how including GDPR • Effective questioning and listening techniques, how to channel, probe and check understanding. • Team briefing skills – how to structure and deliver clear messages to groups.	Tuesday 27th October 2026
3	**Leading and Motivating the Team**	• Understanding Management versus Leadership and your own preferences. • How to make the best of your natural style and when and how to adjust it dependent upon the situation. • Getting the best from your team – creating and maintaining high performance teams. • How to recognise and engage motivational drivers in self and others. • Delegating versus allocation of work – recognising the different approaches required. • Dealing with conflict in the right way and at the right time.	Tuesday 10th November 2026
4	**Managing People**	• The importance of understanding procedures & processes to enable confidence when managing others. • How to set clear standards and expectations and how to have tricky conversations in the right way. • EI – early interventions in the right way – how to maintain objectivity and fairness. • Giving feedback and appraising performance of others to maintain positive relationships. • Using a coaching style to encourage development. • Reflective Review tutorial and development planning	Tuesday 24th November 2026

Assessment:

1. Written reflective review and development plan based on feedback from the organisation.
2. Short answer questions on leading and motivating others in the workplace.

Venue: Nottinghamshire – Free parking and within easy reach of public transport routes and M1/A46 corridor.
Further details will be supplied upon booking.

Price per delegate: £850 + VAT

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