

## Managing Improvement – ILM Level 5 Award Leadership & Management

### Who is this qualification for?

Managing Improvement, our Level 5 Award in Leadership and Management, is designed for practising middle managers, helping them to develop their skills and experience around managing improvement, and improve performance to prepare for senior management responsibilities.

### Benefits for individuals

- ▶ Use core management techniques to drive better results
- ▶ Develop your ability to lead, motivate and inspire
- ▶ Provide strategic leadership as well as day-to-day management
- ▶ Benchmark your managerial skills
- ▶ Raise your profile in your organisation.

### Benefits for employers

- ▶ Encourage strategic thinking at this level of management to foster business improvement
- ▶ Engage middle managers with training and development – this qualification is designed to provide clear, measurable benefits to career-minded professionals
- ▶ Customise this programme to your industry and your people's development needs.

The qualification is made up of two units focused on Managing Improvement within the business. There is an assignment which requires designing and implementing an improvement project within the business, using the methods covered during the programme. This enables learners to put the learning into practice right away, and therefore consolidates the learning from the programme.

### Learning Outcomes:

- ▶ Be able to assess the organisation's ability to manage efficiently and effectively to achieve targets and objectives
- ▶ Be able to evaluate own ability to manage efficiently and effectively
- ▶ Understand the effectiveness of the organisation and own ability to manage and improve quality to meet customer requirements
- ▶ Be able to plan and implement projects to meet, and if possible exceed, customer requirements

### Indicative Content

- Nature, purpose and importance of vision and mission in setting values and strategic direction, and the significance of stakeholders in shaping vision and mission
- Importance of translating vision, mission and strategic goals in to operational objectives
- Setting SMART objectives
- Definitions of, and conflicts between, effectiveness and efficiency

- Definitions of, and conflicts between, authority, accountability and responsibility
- Need for negotiating techniques
- Setting priorities
- Principles of delegation to achieve overall objectives
- Control mechanisms to monitor outcomes and ensure achievement of objectives
- Using feedback from others to critically evaluate own performance
- Techniques for collecting and analysing feedback from others, including 360° feedback
- Personal development planning
- Measurable organisational, team and individual objectives
- Time management techniques
- Efficiency and effectiveness matrix
- Target setting and performance indicators
- Planning techniques appropriate to activity
- Systems theory and process design
- Monitoring and control techniques and records
- Use of results to “close the loop” and make continuous improvements
- Quality and customers; quality assurance, quality control and quality auditing
- Quality systems such as BSI, ISO and IIP (benefits and accreditation)
- Total Quality Management
- Tools for maintaining quality, such as records and, where relevant to organisation, the use of statistics
- Conformance and development and practical steps to improve quality
- The costs of quality (positive and negative aspects)
- Concept of internal and external customers and their importance as the focus of the organisation’s activities
- Methods of identifying potential customers
- Methods of identifying customer requirements and monitoring customer satisfaction
- Benchmarking service standards
- Techniques of work and improvement planning to meet customer requirements, such as specifications and service standards, scheduling, and logistics
- Scoping an improvement plan to identify and prioritise areas for improvement, define success criteria and set targets for improvement to meet customer requirements
- Developing and implementing an improvement plan

### **Programme**

2 x 2 days ‘classroom’ teaching – highly interactive with case studies relevant to your industry

Tutor support for written assignments – online using zoom and email

Online support materials to complement classroom sessions

### **Investment**

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