

What's in it for Employers?

Running the **SEASONS** First Line Manager programme within your organisation, or allowing members of your staff to attend an open programme will provide the following benefits for those who attend:

- increased skills in management and supervision
- confidence to manage and delegate effectively
- understanding how and when to motivate and develop staff

How does the SEASONS First Line Manager Programme Work?

Participating in the **SEASONS** First Line Manager programme gives people the opportunity to acquire and develop management and supervision skills which will enable them to be more effective managers in the workplace.

Typically delegates will be first line managers or aspiring managers. It is not essential that participants on the programme are already operating as managers



Working in partnership with the **Institute of Leadership and Management (ILM)** we are able to offer participants the opportunity to achieve recognition for their learning in the form of a nationally recognised qualification.

SEASONS is approved by ILM to offer programmes which lead to either the First Line Manager Award (Level 3) or First Line Manager Certificate (Level 3).

The **SEASONS** First Line Manager Programme provides managers with the skills and confidence to effectively lead and manage.

Delivered as a practical course this programme enables delegates to develop their own management and supervisory skills appropriately for the situation in which they manage.

Highly participative in their delivery our programmes focus significantly on the needs of our trainees and the real issues they are facing at work. All our First Line Manager Programmes provide opportunities for delegates to explore their own management challenges within a safe and supportive learning environment.

SEASONS



Contact Details

For more information or to discuss the **SEASONS** First Line Manager Programme in more depth please contact us as follows:

SEASONS

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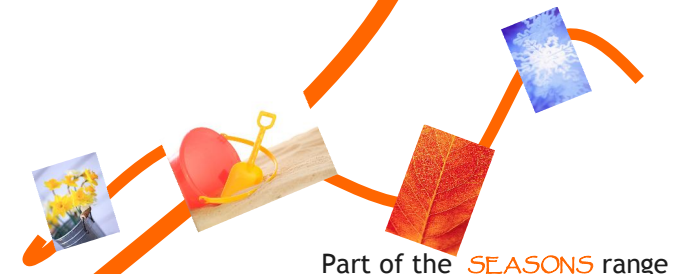
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FIRST LINE MANAGER

developing existing
and aspiring
managers and
supervisors



Part of the **SEASONS** range

‘Most of what we call management consists of making it difficult for people to get their work done’
Peter Drucker

How many managers have you worked with who have been equipped, skilled and confident in leading their teams and supervising others?

Most managers are promoted to their managerial position because they are good at their job. Frequently they are required to manage with little or no training to equip them with the essential skills they need.

The **SEASONS** First Line Manager programme is a practical course providing people with the opportunity to explore management skills, develop new techniques and consider how they can apply these ideas to their own workplace.

Highly practical in its delivery this programme is underpinned with well researched and universally recognised management theory. It is not our intention to make people just understand management, instead we want our delegates to build on their own management style and make a practical difference in the way they lead and supervise those they work with. They should, for example:

- be more confident in delegating work
- have a range of techniques for solving problems
- understand their own personal leadership style and apply it appropriately
- develop skills in negotiating with others
- be able to plan and organise workload
- understand how to motivate and build their team

We know that effective leadership and management is crucial to the success of any business or organisation, yet we are constantly being told that leadership in the UK is seriously below standard. Don't let your organisation be one of those which suffers through poor management. Train and equip your managers and supervisors with the skills they need to make their lives, and improve the experience of their team members.

The First Line Manager programme can be delivered in a variety of ways and can, if appropriate lead to either an ILM Level 3 Award or ILM Level 3 Certificate.

First Line Manager Award Programme

A typical Award programme is delivered over three taught days. Those wishing to work towards the ILM Award also complete a personal learning ILM workbook and a written project report based on a real work issue. The three taught days usually cover the following, though this can be altered if an organisation requests a different emphasis:

Day 1—Introduction to Leadership

- The management role in context
- Qualities of leadership and management
- Making decisions
- Leadership styles

Day 2—Leading People and Teams

- Motivating yourself and others
- Managing performance
- Planning work and delegating
- Working in teams

Day 3—Problem Solving and Decision Making

- Problem solving
- Creative thinking
- Practical case study
- Group presentations

We also offer a four day taught option which then removes the requirement for delegates to complete the ILM Super Series Workbook.

Please note that it is possible for delegates to complete either programme without registering for the ILM accreditation and it is not unusual for us to have a mix of delegates on the programme—those who wish to gain the accreditation and those who don't.

First Line Manager Certificate Programme

The Certificate programme is delivered over 5 taught days. Those wishing to work towards the ILM Certificate must also complete personal project work relating to topics covered in the workshops and participate in Action Learning Sets. Credit is given to participants who have already covered the same areas on the Award Programme.

The five taught days typically cover the following, though this can be altered if an organisation requests a different emphasis:

Day 1—Introduction to Leadership

- The management role in context
- Qualities of leadership and management
- Leadership styles

Day 2—Change and Creative Thinking

- Understanding change
- Leading and managing change
- Continuous improvement and creative thinking
- Practical problem solving

Day 3—People

- Managing performance
- Motivating others
- Recruiting and selecting staff
- Developing others

Day 4—Teams

- Team development
- Communication in teams
- Team meetings
- Team dynamics

Day 5—Projects

- Using time effectively
- Project planning
- Monitoring projects
- Practical projects

