

The Results Driven Group
CMI Level 3 Award in
First Line Management
4 Day Open Residential Courses
in The Lake District
or Tutor-Led Online



‘Leadership is practised not so much in words as in attitude and in actions’

Introduction

Did you know...?

According to a recent Gallup Poll undertaken over 20 years...

Only 13% of employees worldwide are engaged and this has hardly moved over the last 12 years.

Gallup has studied performance at hundreds of organisations and measured the engagement of 27 million employees and more than 2.5 million work units over the past two decades.

Gallup has discovered links between employee engagement at the business-unit level and vital performance indicators.



Only one in 10 managers has the core skills needed to be a great manager and the core skills are:

- They motivate every single employee to take action and engage them with a compelling mission and vision
- They have the assertiveness to drive outcomes and the ability to overcome adversity and resistance
- They create a culture of clear accountability
- They build relationships that create trust, open dialogue, and full transparency

The Results Driven Group has therefore developed a programme that is exciting, engaging and challenging which is our CMI Level 3 Award in First Line Management.

Programme delivery

This experiential programme is delivered as 4 day residential course at our teambuilding facilities in Keswick, Cumbria where we make use of the vista and geography of the Lake District or as a 4 day tutor-led or online course.

The group size is limited to 12 delegates to ensure maximum participation.

Who is this programme for?

The CMI Level 3 Award in First Line Management is ideal for individuals who have management responsibilities but no formal training, and are serious about developing their abilities further.

They particularly support practising team leaders/first line managers seeking to move up to the next level of management, and managers who need to lead people through organisational change, budget cuts or other pressures.



Benefits for individuals

- Gain a range of key management skills and put them into practice in your own role
- Build your leadership capabilities – motivate and engage teams, manage relationships confidently
- Develop your leadership and management skills using your own knowledge, values and motivations

Benefits for employers

- Effective and confident first-line managers
- Better relationships and communication in teams
- Proven skills – to get this qualification, managers must show that they can transfer their new skills to your organisation
- Managers with the tools to develop their own skills and abilities



What will I learn?

By the end of this course you will be able to:

- Understand the role of the leader and identify your own leadership style
- Pinpoint opportunities to develop and maintain credibility and trust within your team
- State the qualities of a successful team

- Identify the various roles within your team and identify ways in which you can develop a balance of skills
- Use established communication techniques to develop and build productive relationships within the team
- Confidently tackle common performance issues and deal effectively with conflict that may arise from within the team

Post-course assignment

Each delegate must complete one assignment which is *Management Communication*.

The assignment is 2,500 words in length and must be completed three to six months after completion of the course.

As part of this award you will be offered two hours of tutorial support.

Programme Content

What will it cover?

- The CMI Programme
- Welcome to the CMI programme
- Certification and assignment criteria
- Introduction to report writing

How to become an inspirational leader

- The difference between leadership and management
- The role of trust and respect in effective team leadership
- Identifying your leadership style

How to build a successful team

- The key characteristics of groups and teams
- The stages of team development and the practical actions a manager can take
- The dynamics of effective teams
- Team roles
- Building a balanced team to achieve SMART objectives
- How create a culture of clear accountability



The manager as an effective communicator

- The importance of open communication
- Communication using empathy and building effective relationships in the team
- Keeping your team informed
- Using social/behavioural styles effectively
- Maintaining confidentiality
- The effects of attitudes, perception and cultures on interpretation when communicating in the workplace
- How to build relationships that create trust, open dialogue, and full transparency



Driving performance through motivation

- The purpose and benefits of appraisals and performance reviews
- Roles and responsibilities of individuals in appraisals and performance reviews
- Conducting the appraisal interview
- Providing feedback and motivation during performance reviews
- How to make decisions that are based on productivity, not politics
- Monitoring performance throughout the year

How to give and receive feedback

- The importance of feedback to improve communication and performance
- Feedback techniques to motivate and increase performance
- Inviting and accepting feedback to improve your own performance

How to deal with conflict management

- Identify causes of conflict at work
- Describe the stages in the development of conflict
- Explain the effects of conflict on individual and team performance at work
- Explain a recognised technique to minimise and resolve conflict in the workplace
- Describe how to promote a positive atmosphere in order to minimise the adverse effects of conflict in the workplace
- How to use assertiveness to drive outcomes and the ability to overcome adversity and resistance

The CMI Level 3 Award is a fantastic grounding for any first line manager who wishes to learn some of the basic principles of line management as well as gaining a professional and internationally recognised qualification.

The benefits of CMI membership means that learners have access to a library of current management development thinking as well as continued support from the CMI should they wish to continue learning throughout their professional career.

One of the main objectives for learners attending this course is to learn how to communicate effectively and build trust and commitment within their teams. This course provides this in addition to the key principles on performance management.

In-house delivery options

We can deliver this programme in-house for a minimum 6 delegates - please contact us for further details.

Programme dates and times

Dates and times for all our courses can be found on our website or by contacting us (please see below)

Programme cost per delegate

CMI Level 3 Award in First Line Management – £1,795 + VAT

The cost includes leadership development modules, online learning materials, leadership assessments, experiential learning, registration, accreditation and certification.

Accommodation is provided in the Lake District along with breakfast and light refreshments – please see full details on final page.

Flexible payment terms

We understand how tough it is out there in the current economic environment and to cater for this, we offer flexible payment terms for most of our programmes. Please contact us to see how we can help you.

Next steps

Please contact us about dates, enrolments or other queries using any of the following methods:

Call us on 0845 094 0588

Email us on info@resultsdrivengroup.co.uk

Complete an enrolment or enquiry form online

Check out our website: www.resultsdrivengroup.co.uk

Open residential courses in the Lake District with Results Driven Group

What makes the results driven experience different from any other residential course?

Firstly we will start with the location...

The northern Lake District around Keswick and Derwent Water is arguably one of the most beautiful areas in the UK. It does not matter which time of year you are there, the panorama is always changing and the views are always stunning.



Secondly we use nature as a metaphor for learning...

We believe that you think and work differently according to the environment you are exposed to and work in. We use all of the elements of nature to enhance the learning experience and take you out each day to experience outdoor learning...😊

All of the activities we use are safe and are tailored to the capabilities of each group.

Earth – the landscape around us, the Mountains, Valleys and different vistas according to the seasons.

Air – the different forces that the wind can create and the effect on the landscape that it has is awe inspiring!!

Fire – the strength of the sun and difference it can make to a view or an experience or how you feel allows you to reflect and look at things from different perspectives.

Water – the lakes and the rain, the background vistas that you can embrace in the different seasons make this a stunning place to learn.

Client testimonial

Fantastic way to learn and improve your skills. Environment unbelievable, enthusiastic trainer and the chance to meet an interesting group of people to exchange views and theories.

Debbie Frisker



Thirdly, the delegate experience is completely different...

On any other residential course you would turn up at 09.30, do the course work and then go back to your hotel at 16.00. As part of the programme we spend time learning together, undertaking activities together, eating together and most of all having FUN. One delegate recently described this as homeliness and that he has never come across this type of experience before on a training course.

Client testimonial

A fast moving inspirational course which utilises a range of teaching methods in beautiful surroundings...

Lisa Aitken

Finally the networking aspect...

This is something you can never recreate on a closed course. When you mix up clients who come from the public, private and third sectors, who have had completely different life experiences, different perspectives of how things work and job roles, then anything can happen!! It is usually pretty special and we have seen long lasting friendships developed over the time spent with us in the Lakes.

Your accommodation and catering...

We have 2 beautiful houses in Keswick where you will have your own bedroom. We also provide breakfast and light refreshments each day. Lunch and dinner are not included in the cost but there are many options in Keswick to buy snacks or enjoy meals out.

If you would like to see the properties, then please visit; www.newlandshousekeswick.co.uk for further information

Hopefully this will give you an insight into why the results driven learning experience is different.

Regards

Chris Goodwin – MD – Results Driven Group