

# Level 2 Leadership Programme



Our new, Level 2 Leadership Programme has been engineered to meet the demands of business leadership in the post-Covid world. The course delivers, traditional, cornerstone leadership principles combined with fundamental skills and knowledge for business success in a digital, net-zero future. Your leadership journey starts here.

## Day 1: Personal Effectiveness

- Importance of effective time management for self and achieving team goals
- How to manage own stress including simple management techniques
- How to contribute to a positive workplace environment
- Dealing with difficulties arising from differentiating values and expectations
- Importance of effective communication and methods including digital
- Importance of maintaining accurate records of communication

## Day 2: Leading Your Work Team

- Difference between leadership and management
- Understand what leading your team means
- Understand a range of leadership styles

## Planning and Monitoring Work

- Understanding effective planning and monitoring
- Monitoring a team's performance
- Allocating work
- Working within the organisational guidelines

## Day 3: Improving Performance of the Work Team

- Understanding the organisational goals of the team
- How to motivate the team and team members
- Holding the individual & team accountable for goals

## Understanding Mental Health in the Workplace

- Understanding how to be mentally healthy
- Impact of Mental Health issues in the workplace
- Ways to approach team members who may need support

## Day 4: Understanding Change in the Workplace

- Potential internal and external reasons for change in the workplace
- Team member's attitudes and response to change
- How to overcome the culture and individual barriers to change

## Building an Awareness of Waste Management

- Awareness of waste management techniques and strategies
- Impact of industry waste upon the environment
- Good practices and what the benefits are of employing them

## Day 5: Developing the Work Team

- Definition of a workplace team & team structures
- Team roles and responsibilities
- Simple job instruction techniques

## Understanding New Staff Induction in the Workplace

- Importance of an effective induction, including the legal aspects
- Recording individual progress during induction
- Evaluation of induction process

## Day 6: Difficult Conversations

- How communication can be used to solve problems and reduce likelihood of conflict
- Factors that influence human responses in conflict situations
- How to assess and reduce risk in conflict situations
- How to communicate effectively and de-escalate conflict in emotive situations
- Good practice to follow after resolution of conflict situations

Assessment for this course is by a set of short-answer question papers to be written following each day of the programme and a multiple-choice examination.

Delegates will be required to attend all 6 training sessions and will achieve the below qualifications upon completion:

- Level 2 Award in Leadership and Team Skills
- Level 2 Certificate in Leadership and Team Skills
- Level 2 Award in Conflict Management

This training is available through Skills Support for the Workforce (SSW), a funded programme developed to upskill employees within small and medium-sized enterprises (SMEs) in Worcestershire, Swindon & Wiltshire, Bristol & West of England and Heart of the South West. SSW is co-financed by the Education and Skills Funding Agency and the European Social Fund. HR Champions is one of Serco's network of training provider partners, delivering training in the funded areas.