


# LEADERSHIP & MANAGEMENT- LEARNING OUTCOMES



## Managing Professional Performance

 Week 1

 6 hrs

- Understand the Concept of Self Awareness
- Understand the link between Self Awareness, Self Esteem and Emotional Intelligence.
- Have gained insight into the context of your role within your business
- Understand the importance of Individual Professional Development.
- Understand the concept of Supervision and the theory behind it.
- Be able to articulate the importance of Role Efficiency within your business.



## Understanding Business

 Week 2

 6 hrs

- To able to explain the purpose of an organisational strategy.
- Understand how an organisational strategy is developed.
- To be able to explain the relationship between your companies vision, mission, strategy and objectives.
- Understand different business cultures
- Understand different culture theories
- Identify your business culture



## Effective Communication

 Week 3

 6 hrs

- Identify communication styles and practice active listening
- How to use non-verbal cues and interpret body language
- Be able to present clear messages and use digital tools in communication
- Overcome communication barriers
- Provide simple and well rounded feedback



## Understanding Leadership Styles

 Week 4


 6 hrs

- To define the difference between leaders and managers
- To identify 4 core Leadership Theories
- To identify the most common Leadership styles
- Know when best to use these styles
- To carry out a Leadership Self Assessment
- Know the behaviours of a good leader



## Managing Customer Relationships

 Week 5

 6 hrs

- The importance of developing relationships with customers
- The value of customer loyalty and retention
- Managing customers' expectations
- The use of customer feedback
- Customer Relationship Management systems
- The importance of regular communication in the development of both internal and external customer relationships



## Building Effective Teams

 Week 6

 6 hrs

- Understand team dynamics
- Understand theories on Team Development
- Evaluate different techniques of team building
- Understand and evaluate the concept of motivational theories

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## Project Management Part 1

17:Week 7

6 hrs

- Define what a project is, including its characteristics and how it differs from business-as-usual activities.
- Identify and describe the key components of a project, such as scope, time, cost, quality, and stakeholders.
- Explain the roles and responsibilities within a project team, with an introduction to stakeholder engagement.
- Interpret and apply a RACI chart to clarify roles and accountabilities within a project.
- Recognise common project risks and issues, and describe methods for identifying, assessing, and logging them.



## Project Management Part 2

17:Week 8

6 hrs

- Describe the purpose and use of key project management tools, such as Gantt charts, Kanban boards, risk registers, and project logs.
- Use project management tools to monitor progress, manage resources, and control changes within a project.
- Develop a basic project plan, including milestones, timelines, and resources.
- Create a risk management plan, identifying mitigation strategies and escalation paths.
- Demonstrate the ability to coordinate project activities.



## Problem Solving

17:Week 9

6 hrs

- Be able to identify a solution to a business problem
- Be able to develop a problem-solving plan
- Be able to solve a business problem
- Evaluate success of a problem-solving plan



## Change Management

17:Week 10

6 hrs

- What is change management
- How to implement change
- Roles and responsibilities within change
- Communication and change
- Innovation and creativity in change
- Methods for managing change
- Risks in change



## Data Analysis

17:Week 11

6 hrs

- What is innovation
- What happens in reality, for most organisations
- Why is it more important than ever for a business to innovate
- Developing an innovator mindset
- Creativity for innovation
- Commonly recognised innovation models used by business
- Where good ideas come from, a history of innovation
- An alternative view of innovation
- Creating an environment for innovation.



## Managing Stress In The Workplace

17:Week 12

6 hrs

- Stress and mental health
- How we empty the stress bucket
- Self-awareness and stress testing
- How we can provide support
- Recognising the red flags