

**CMI Level 3 Award in  
First Line Management  
4 Day Open Residential Courses  
in Keswick, Cumbria  
and Open Courses in London & Dubai**



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

## CMI Level 3 Award in First Line Management – 4 day residential

### 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*

*They make decisions that are based on productivity, not politics*

'To address this need the Results Driven Group have developed a programme that is exciting, engaging and challenging which is our CMI Level 3 Award in First Line Management'

### The CMI Level 3 Award in First Line Management – 4 day residential

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 on each day of the programme and a 4-day open course in London or Dubai

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 will need to 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 assignments

### Assessment

Each delegate must complete one assignment which is Management communication

The assignment is 2500 words in length and is due to be completed and handed in 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

### *Client testimonial*

*“It helped me think more positively about the role I am undertaking and enhanced skills. This course should be mandatory for ALL Team Leaders and Managers within the company.”*

### Programme dates

Option one – Residential course in Keswick, Cumbria – 4 days – 11:00 on day 1 to 16:00 on day 4

Programme 1:- 11th – 14th March 2019

Programme 2:- 17th – 20th June 2019

Programme 3:- 11th – 14th November 2019

### Option two – Open course in London

This 4 day open course will take place at our training centre in London on the following dates;

Programme 4:- 6th March 2019; 20th March 2019; 2nd April 2019; 29th April 2019

Programme 5:- 1st October 2019; 11th October 2019; 4th November 2019; 19th November 2019

### Option three – Open course in Dubai

This 4 day open course will take place at our training centre in Dubai on the following dates;

Programme 6:- 25th February 2019 – 28th February 2019

Programme 7:- 28th October 2019 – 31st October 2019

## The cost in the UK

The programme cost including, (accommodation and all meals if in Keswick), leadership development modules, online learning materials, leadership assessments, experiential learning, registration, accreditation and certification is £1595 + VAT per delegate.

## The cost in Dubai

The programme cost including, delegate day rate in a Hotel (includes Lunch and refreshments throughout each day of the programme) leadership development modules, experiential learning, online reading, leadership assessments and certification is \$4000 + VAT per delegate.

## \*Next steps\*

If you want to enrol on the course or have any queries then please call us on 0845 094 0587 or fill in a registration form online or email us on [info@resultsdrivengroup.co.uk](mailto:info@resultsdrivengroup.co.uk) or [www.resultsdrivengroup.co.uk/home.aspx](http://www.resultsdrivengroup.co.uk/home.aspx)

## Flexible payment terms

\*If you are self-funding then a 30% deposit will be taken on booking, which will secure your place on the course\*

For the balance it is then possible to set up a 6 payment plan by direct debit or credit card for the remaining balance

## All candidates will receive:

1:1 on-going email and telephone support.

Guidance on electronic portfolio compilation, on-going support, assessment and tutor feedback

## In house delivery options

We can deliver this program in house for a minimum 6 delegates, contact us for further details

## 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 on each day of the programme to experience learning outdoors...?

“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...

Normally on a residential course you would just turn up at 0930 in the morning and then go home at 1600 back to your Hotel, 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

And finally the networking aspect...

This is something you can never recreate on a closed course programme, 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 that they spend with us in the Lakes...

Your accommodation whilst in Keswick...

We have 3 beautiful Houses in Keswick where you will stay whilst on your residential course in the Lakes, you will have your own bedroom and you will be fully catered for as well over the period of your stay...

If you would like to see the properties, then please visit; [www.newlandshousekeswick.co.uk](http://www.newlandshousekeswick.co.uk) for further information

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

Regards

Chris Goodwin – MD – Results Driven Group