Session Number	Session Content
Pre-course	**Course overview / Induction** Introduction to college/ course / Tutors Enrolment paperwork Pre course Assessment Skills Assessment
1	**Welcome & 315 - Management of Self** Introduction to the course Study Skills Understand time management techniques and tools, and how to prioritise activities and approaches to planning.
2	**314 – Awareness of Self** Know how to be self-aware and understand unconscious bias and inclusivity. Understand learning styles, feedback mechanisms and how to use emotional intelligence.
3	**316 – Problem Solving and Decision Making** Understand problem solving and decision making techniques, and how to analyse data to support decision making.
4	**308 & 311 – Operational Management** Understand how organisational strategy is developed. Know how to implement operational/team plans and manage resources and approaches to managing change within the team. Understand data management, and the use of different technologies in business.
5	**309 & 312 - Project Management** Understand the project lifecycle and roles. Know how to deliver a project including: managing resources, identifying risks and issues, using relevant project management tools.
6	**310 & 313 - Finance** Understand organisational governance and compliance, and how to deliver Value for Money. Know how to monitor budgets to ensure efficiencies and that costs do not overrun.
7	**300 & 304 – Leading People** Understand different leadership styles and the benefits of coaching to support people and improve performance. Understand organisational cultures, equality, diversity and inclusion.
8	**301 & 305 – Managing People** Understand people and team management models, including team dynamics and motivation techniques. Understand HR systems and legal requirements, and performance management techniques including setting goals and objectives, conducting appraisals, reviewing performance, absence management, providing constructive feedback, and recognising achievement and good behaviour.
9	**302 & 306 – Building Relationships** Understand approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict. Know how to facilitate cross team working to support delivery of organisational objectives.

10	**303 & 307 – Communication** Understand different forms of communication and their application. Know how to chair meetings, hold challenging conversations, provide constructive feedback and understand how to raise concerns.
11 & 12	**Finalise ILM Level 3 Diploma** Onscreen knowledge tests for Leading People, Managing People, Building Relationships, Communication

Plus additional flexible sessions depending on requirements