

## First Line Leadership and Management

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**Duration** 30 Minutes

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**Target group** Other Industries (military; leisure; aviation; public; others; etc.)

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**Prerequisites** No prerequisites are required to sit this course.

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**Objective**

- LO1: Distinguish between the terms leadership and management
- LO2: Explain the different leadership styles and recognise their impact when leading a team
- LO3: Describe the role of a manager in building a high performing team
- LO4: Summarise best practice in setting individual and team goals, and objectives
- LO5: Define a structured way of coaching a team for performance
- LO6: Describe appropriate communication styles for a given situation
- LO7: Summarise an effective method of delegation
- LO8: Describe practical approaches to maximise your time
- LO9: Explain a process to give feedback constructively

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**Contents**

This course is available in the following languages: English; Turkish

The aim of this course is to provide you with an insight into the different styles of leadership and management. You will gain an understanding of some of the core elements of first line management, which can enable you to lead and manage a team effectively.

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**Exam** The assessment is taken during the course and is within the expected duration.