

Course code	PBSRDL007
Course name	First Line Leadership and Management
Duration	30 Minutes
Target group	Other Industries (military; leisure; aviation; public; others; etc.)
Prerequisites	No prerequisites are required to sit this course.
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
Contents	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.
Exam	The assessment is taken during the course and is within the expected duration.