

GROWING THROUGH THE YEARS

www.i-l-m.com

Now five years old, ILM is going from strength to strength, growing bigger by the year and attracting many more new members. But the roots of membership success were put down in the Institute of Supervision and Management (ISM) some 60 years ago. Here we talk to some members to discover what ILM membership has meant for them over the years.

Name: Joseph Bell MInstLM
Age: 48
Occupation: Head of security, Eskmills
Manages: 15 staff
Interests: Enjoys fishing and music

'Since the 2005 terrorist attacks in London, the security industry is more important than ever,' says Joseph. He's currently head of security at Eskmills, an office complex outside Edinburgh containing 38 different companies with 500 staff in total.

'People are definitely more aware of security tensions nowadays but we can't be too intrusive – it's a fine balancing act between being a visible, comforting presence, but also staying firmly in the background.'

Having spent 22 years in the Royal Air Force Police, Joseph retired in 2000 as Sergeant. Shortly afterwards, he joined The Corps of Commissionaires. (The Corps was founded in 1859 to provide employment for ex-servicemen returning from the Crimean War.) 'In 2001, I became a member of ILM,' he remembers. 'A commissionaire colleague had transferred the management qualifications he'd earned in the prison service across to ILM and I realised I could do the same with my qualifications – it was perfect.'

Joseph feels that ILM membership has really helped him develop as a manager. 'It's useful getting to see problems and challenges other managers have to address, such as getting the most out of promising staff or dealing with awkward team members,' he says.

During his career, Joseph has noticed a huge increase in managerial paperwork. 'It's all too easy to end up completely tied to your desk, but I think managers should be in daily contact with their staff. Not everyone can spare the time but it pays dividends for me,' he says. 'OK, I may spend a few hours longer in the office in the evening but it's worth it. I just want to be a good leader, after all.'

**5 years
Membership**



Inside this issue: The 2007 ILM awards Managing stress Corporate governance Wonders of the web ILM in Vietnam Member events New fellows Easy listening



15 years Membership

Name: Dr Noel John FlinstLM

Age: 52

Occupation: Senior verification and validation engineer, Network Rail

Manages: three staff

Interests: Enjoys cooking and clay pigeon shooting

'It's a pretty exciting time to be working in the rail industry – and I don't think you would have caught me saying that five or six years ago,' says Noel. 'We had some tragic rail disasters in the past, but today's industry is now even more safety-orientated. There's a lot more investment to improve and maintain the infrastructure, plus a real commitment from above for change.'

Noel joined ILM in 1992 as a Member, and was made a Fellow in 1996. 'I first heard about ILM from ex-colleagues in the military – I wanted to have my qualifications

recognised (including an MSc in management assurance systems and more recently, a PhD in management) and also my career experience in general. Joining ILM seemed an ideal way to do both.'

In the last six or seven years, Noel's noticed a great deal more investment in training and development of all types in the workplace. 'In particular, the rise again of proper apprenticeships and graduate conversion programmes,' he says.

To reflect the increase in training and development in general, Noel believes ILM should continue to enhance its management training and qualifications. 'ILM's new focus on NVQ qualifications is excellent, but I think it should be developing more virtual training sites', Noel says. 'I'm convinced the focus in the future will be on studying from home or work, cutting down on unnecessary travel. It's got to be the way forward.'

‘ THESE DAYS ILM, AS WELL AS MANAGEMENT AS A WHOLE, IS MUCH MORE DIVERSE. FLICK THROUGH ANY ISSUE OF ILM'S MAGAZINE *EDGE* AND YOU'LL SEE MORE PROFILES ON SUCCESSFUL BUSINESSWOMEN ’



25 years Membership

Name: Janet Robbins FlinstLM

Age: 53

Occupation: Facilities manager, Sanctuary Housing Association

Manages: 12 staff

Interests: Enjoys cruises and chauffeuring her daughters

'When I started attending ILM member events in the early 1980s, people assumed I'd come with my husband, who was the member,' laughs Janet Robbins.

Times have changed of course. These days ILM, as well as management as a whole, is much more diverse. 'Flick through any issue of ILM's magazine *Edge* and you'll see more profiles on successful businesswomen,' she continues.

Janet honed her management skills over 25 years in facilities at a large electricity provider. When it was taken over by an American company, Janet was involved in closing various buildings down. 'By then I was facilities site services manager,' she says. 'I had mixed feelings about the closures. On one hand it was interesting work and satisfying to do a complete project. But there was also a human cost, and many people lost their jobs. I kept

focused on the job in hand and learned the importance of diplomacy and tact. Hopefully, sympathising with people made things a little more bearable.'

In 2002 Janet moved to Sanctuary Housing, an organisation with over 53,000 homes nationwide including rented, shared ownership, care homes and key worker accommodation. 'It is a charitable association and has a caring environment, which is something I value' she notes.

Over the years, ILM has helped Janet develop as a manager. 'I joined ILM when I'd just reached junior management level. My job meant supervising a lot of older people, mostly women, and I felt I lacked the confidence to do that so I took the NEBS Certificate and then a year later the NEBS Diploma,' she says. 'It was such a help to me, as it gave me a really good grounding to develop from.'

'The whole ILM package is unbeatable. Take the magazine, *Edge*, for example. When my ex-company was going through its downsizing I read useful features on how other companies tackled the issue. Plus, I've often used various article snippets while researching reports. It's these kinds of things that keep me renewing my membership.'

‘ THE WHOLE ILM PACKAGE IS UNBEATABLE ’

CELEBRATING SUCCESS ILM AWARDS FOR LEADERSHIP AND MANAGEMENT 2007

Get nominating
Please e-mail
awards@i-l-m.com for
more information and
an entry form or visit
the website
www.i-l-m.com

The ILM Awards 2007 will recognise ILM members, employers and centres who have achieved outstanding results through innovative management development approaches. There are four award categories to enter, each rewarding and celebrating a different aspect of success, including the 'achiever of the year' award created specifically for ILM members. Learn more about the awards here and online at www.i-l-m.com and then get nominating!

ILM NATIONAL CONFERENCE FOR LEADERSHIP 2007

ILM will be holding its national conference at the ICC in Birmingham on 25 April 2007 where the central theme will be *leadership: from the theory to real life*. With eminent keynote speakers, workshops and unbeatable networking opportunities, along with the AGM and ILM Award presentations, it's an unmissable event. Visit www.i-l-m.com for more information.

ILM ACHIEVER OF THE YEAR

Who's eligible: ILM members

Nominated by: self nomination

Key criteria: personal endeavour

This award recognises the ILM member who has contributed to their organisation's success, managed a successful change programme or undergone a concentrated period of development. If you have unexpectedly had to manage a new department, undertaken a critical project with limited resources or taken responsibility for a major change programme, then this is your opportunity for recognition.

ILM EMPLOYER OF THE YEAR

Who's eligible: SMEs, public sector organisations, large corporations that are ILM centres or work in partnership with ILM centres

Nominated by: ILM centres

Key criteria: achieving business benefit through development interventions

This award celebrates outstanding organisations that have endeavoured to develop the leadership and management potential of their employees and in turn gained significant business benefit from this development.

- ▶ ILM Achiever of the year
- ▶ ILM Employer of the year
- ▶ ILM Tutor of the year
- ▶ ILM Learner of the year

ILM TUTOR OF THE YEAR

Who's eligible: tutors or training managers

Nominated by: ILM centres

Key criteria: a passion for training and development

This award recognises and promotes the tutor or training manager who has pushed forward the training agenda and shown their dedication to improving the learning experience of today's leaders and managers.

ILM LEARNER OF THE YEAR

Who's eligible: individuals taking an ILM programme

Nominated by: ILM centres

Key criteria: endeavour to develop themselves beyond the course

This award celebrates outstanding learners who have excelled in their chosen qualification, overcome adversity, or achieved success for their organisation as a result of taking an ILM programme.

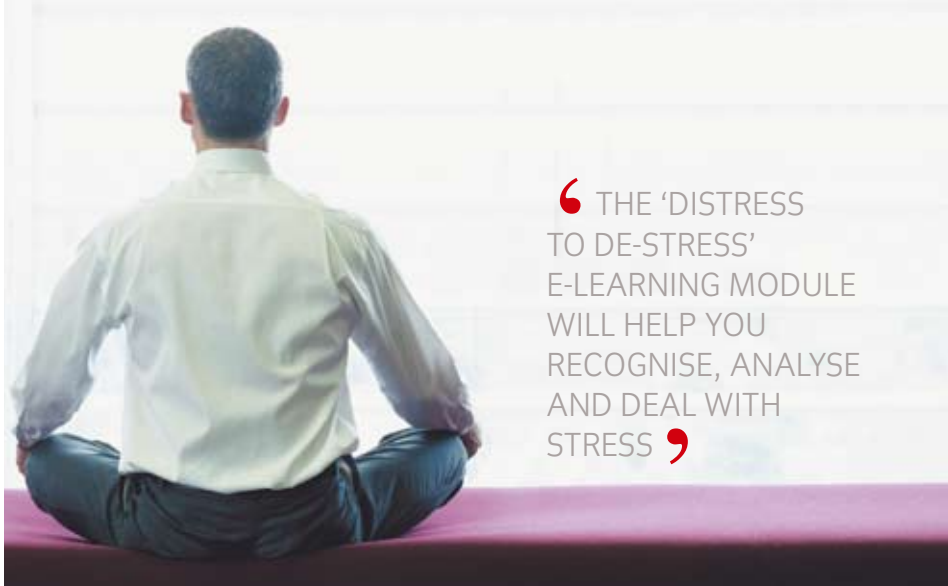
Winners will be announced at the ILM National Conference for Leadership and Management on 25 April 2007 at the ICC in Birmingham.

MANAGING STRESS

Stress is an all too familiar part of modern life which can affect us all – if it goes unrecognised or isn't dealt with effectively it can pose a serious threat to mental and physical health, harming performance and productivity in the workplace as well as personal life.

The first step to managing stress is to get to know it and ILM has introduced a new 'Distress to De-stress' e-learning module which will help you recognise, analyse and deal with stress. The course uses real life examples and case studies to highlight the potential sources of stress, and suggests strategies for dealing with it and achieving a balance.

The 'Distress to De-stress' e-learning module, by Learning Resources International Ltd (LRI), is **free to members** and follows on from the success of the 'Same Difference' e-learning module on diversity also available **free of charge** to ILM members through the Work-Life Balance section of the ILM website www.i-l-m.com



“ THE 'DISTRESS TO DE-STRESS' E-LEARNING MODULE WILL HELP YOU RECOGNISE, ANALYSE AND DEAL WITH STRESS ”

CONGRATULATIONS FOR A COMPANION

Following the announcement in the autumn 2006 edition of ILM News that Bryan Sautelle-Smith had been appointed a Companion of ILM we received the following tribute from George Wylie FlnstLM and former Secretary of the Portsmouth Section

“ NO ONE DESERVES THE ACCOLADE OF ILM COMPANION MORE THAN BRYAN SAUTELLE-SMITH. FROM THE FIRST DAYS SINCE HE BECAME DIRECTOR OF THE INSTITUTE OF SUPERVISION & MANAGEMENT (ISM) HE WENT TO THE 'GRASS ROOTS' WITH HIS ROAD SHOW TO GET A FEEL FOR WHAT WAS REQUIRED. USING THE INFORMATION GLEANED BY VISITING THE 'LIVE' SECTIONS HE TOOK THE INSTITUTE FORWARD. BEST WISHES ARE SENT TO BRYAN FROM ALL THE EX-SECTIONS OF THE SOUTHERN REGION, THANK YOU ”

NEW CORPORATE MEMBERS

A very warm welcome to the following organisations which have recently become ILM corporate members:

Centre for Excellence in Leadership
Crest Employment Services
Destiny Legal Services
GMAC-RFC
Horsham District Council
Key House
Land Registry
MOD Civil Service
New Horizons Childcare Limited
South Cambridgeshire District Council
South Holland District Council
Strathclyde Fire and Rescue
The Scouting Association
Tribal Regeneration Limited

CORPORATE GOVERNANCE

We have recently introduced a Corporate Governance section to the ILM website which contains information about ILM's legal status, its constitution, the Board and the Advisory Council. There is also access to ILM's Bye-Laws and corporate documents such as the Annual Report and Accounts, Charity Commission Summary Information Return and AGM minutes. Discover the new Corporate Governance section at www.i-l-m.com/membership

ILM IN VIETNAM



ILM Chairman Ralph Bauer was the guest of honour at a graduation ceremony for successful candidates on the ILM endorsed PACE 'Professional CEO' programme in Vietnam. The ceremony took place at the end of September 2006 in the grand setting of the opera house in Ho Chi Minh City. Ralph addressed the audience before presenting the certificates and noted that he was very impressed by the dedication and enthusiasm PACE has for ILM.

WONDERS ON THE WEB

In October 2006 we launched a brand new range of membership benefits on the website – here is a quick run down of what's on offer at www.i-l-m.com/membership/learning_zone

Book summaries

Quickly master the key concepts of over 100 business books, essays and articles through our downloadable five page book summaries, written by leading business journalists from the Economist, Daily Telegraph, FT and Wall Street Journal. There are also relevant articles by well-known management and leadership writers, helping you keep up-to-date.

Business leader video clips

Gain one year's unlimited access to clips of top business leaders talking about leadership challenges they have faced, how they responded and what they learned from the experience. The content of each interview is engaging, authoritative and practical. This is a new and truly unique way to improve your personal performance or to

illustrate your training sessions, available to members at preferential rates. There are two free samples to view on the website so you can try before you buy.

E-learning materials

A library of 200 e-briefings can help you keep your knowledge and skills topped up without having to leave your home or office. ILM members get preferential rates on this flexible service which gives you 24-hour access for three months to e-briefings on management, leadership and personal development.

And while you are logged in...

Why not complete the online member's questionnaire and help us to improve our membership services by telling us your views and experiences. Thank you!

“ A LIBRARY OF 200 E-COURSES CAN HELP YOU KEEP YOUR KNOWLEDGE AND SKILLS TOPPED UP WITHOUT HAVING TO LEAVE YOUR HOME OR OFFICE ”



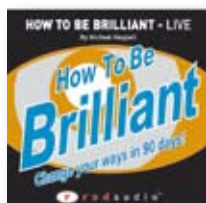
YOU'VE GOT MAIL

We recently launched a news service **exclusively for members** to bring the latest developments in the world of leadership and management directly to your inbox. The news e-bulletin is produced by the *Edge* team and delivered once a month to your chosen e-mail address. Popular stories so far have included: **'Drink your way to the top'**, **'CV liars on the rise'** and **'UK a nation of job flirts'**. Make sure we have your e-mail address – call membership on 01543 266886 or e-mail membership@i-l-m.com

EASY LISTENING

Business audio CDs, the latest products available from ILM, are a novel and flexible way to listen to the advice, experiences and anecdotes of some of our greatest leaders and managers.

All CDs cost £16.30/€24 each, inclusive of VAT and postage and packaging



HOW TO BE BRILLIANT

Michael Heppell

British motivational guru, Michael Heppell, invites you to be brilliant, giving you the mindsets and techniques to perform at your very best.



HOW TO BE A COMPLETE AND UTTER FAILURE

Steve McDermott

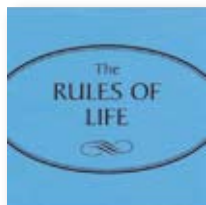
A cross between stand-up comedy and personal development, this programme delivers a powerful message about personal development in an entertaining way.



STEPHEN COVEY – LIVE IN LONDON

Stephen R. Covey

The top personal development guru presents the latest on his 'seven habits' live on stage.



MICHAEL GERBER – LIVE

Michael Gerber

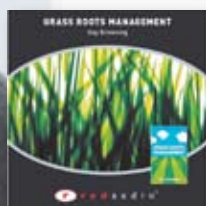
The world's leading small business guru presents his ideas on what's wrong with the sector and what to do about it.



SIR JOHN HARVEY-JONES IN HIS OWN WORDS

Sir John Harvey-Jones

Sir John Harvey-Jones, one of the best-known and respected business leaders in the UK, talks about his career from shop floor to chairman at ICI and as BBC's 'Troubleshooter' where he shot to fame.



Visit the member's area of the ILM website to listen to a free taster and download an order form

THE 3 GURUS – LIVE IN LONDON

Steve McDermott, Sir Ken Robinson, Professor Richard Scase

Britain's top three business gurus answer questions from members of the London Business Forum, covering topics as diverse as the opportunities in China and the Far East, and how to encourage creativity in your organisation.

BRILLIANT NLP

David Molden and Pat Hutchinson

An introduction to Neuro Linguistic Programming, the fascinating technique for becoming more efficient, effective and more successful in everything you do – achieved by your thought processes.

THE RULES OF LIFE

Richard Templar

The author reads an abridged version of the international best selling book, setting out the previously unspoken rules of life.

THE RULES OF MANAGEMENT

Richard Templar

The definitive code for managerial success on audio CD, read by the author in his inimitable style.

THE RULES OF WORK

Richard Templar

The author explains how to gain personal and professional success with the Rules of Work.

SOLD!

Steve Martin and Gary Colleran

In *Sold!* two of the UK's top sales trainers go back to the fundamentals of effective sales, helping to 'make it easy for people to buy from you'.

THE BEERMAT ENTREPRENEUR

Mike Southon and Chris West

Live on stage in front of an audience of entrepreneurs, Mike and Chris reveal the secrets of building a successful business from an idea scribbled on the back of a beer mat.

GRASS ROOTS MANAGEMENT

Guy Browning

This highly innovative full cast dramatisation delivers a serious business message in an entertaining and highly engaging way.

THE MANAGER'S GUIDE TO THE GALAXY

Steve Parks

This humorous guide to life in the office covers topics such as paper, time, decisions and pot plants.

TOM PETERS - LIVE IN LONDON

Tom Peters

Tom focuses on the characteristics that make great leaders in the modern world. A dynamic and inspiring presentation by the world's leading management thinker.

LIVING YOUR DREAMS

Miles Hilton-Barber

In this two-disc programme, Miles shares the rich, humorous life lessons he's learned in overcoming his blindness and meeting the challenges of his breathtaking adventures.

THE WHITE LADDER DIARIES

Ros Jay

The audio-diary of entrepreneur Ros Jay and her partner, Richard Craze, as they set up their own publishing company. Follow their highs and lows and be inspired to follow your own dream.

Christopher Aaron,
HR officer, *Leeds City Council*

Stephen Aldington,
director, *Imperial College*

Joe Amao,
management consultant,
Optimum Consulting

Janet Aspinall,
team leader workforce planning,
Bolton Council

Dheeraj Bhasin,
squadron leader, *RAF*

Mark Bilney,
director of future business,
Breathe Adventure Ltd

David Bird,
head of external validation,
Defence College of Intelligence

Phillip Blackmore,
senior training and development officer,
Nottinghamshire Police

Jules Boardman,
sole trader, *self employed*

Gail Bould,
business development manager,
Tipek Security Services

Neil Boulton,
deputy base education officer,
Royal Navy

John Brinkman,
vice dean, *Liverpool Hope University*

Anthony Brown,
staff above water warfare officer,
Flag Officer Sea Training

Violet Brown,
dental faculty manager/HOD,
The Royal College of Surgeons

Richard Burstow,
commanding officer, *Royal Navy*

Howard Burton,
principal chief executive, *Coleg Gwent*

Leslie Campbell,
executive officer, *Royal Navy*

Jeffrey Challinor,
certification director,
Moody International

Jane Chalmers,
wing commander, *RAF*

Stephen Champion,
MD & learning and development director,
A.P.M. Ltd

Philip Crago,
commander projects and plans,
Royal Navy

Donald Cramb,
management accountant, *HM Forces*

Simon David,
assistant chief of staff,
Britannia Royal Naval College

David Deady,
vocational training manager,
Flagship Training Ltd

Stephen Dean,
wing commander, *RAF*

Alan Diggles,
group operations director,
Groundwork Creswell

Rosemary Dillon,
purchasing director, *Coats Barbour*

Thomas Docherty,
warrant officer, *RAF*

Ian Fisher,
managing director,
Ainscough Training Services

Mandy Gallacher,
corporate projects manager, *Audit Scotland*

Michael Garner,
major, *Army*

John A D Gill,
director,
Telford College of Arts & Technology

Barbara Gilles,
director, *Alchemy Effects Ltd*

Susan Glenn,
director, *The Portland Partnership*

James Grant,
operations director,
ICE & AVI Productions Ltd

David Green,
surveying manager, *Clancy Docwra Ltd*

Derek Hall,
officer in charge divisional training unit,
Britannia Royal Naval College

Simon Hardern,
fleet ASW officer, *Royal Navy*

Anthony Heeney,
senior warrant officer, *Army*

Ian Hilton,
mechanical production manager,
Babcock Naval Services

Derek Hiscoke,
warrant officer, *RAF*

Edwin Hodgkinson,
operations manager, *Kelton*

Vernon Hogg,
dealer principal, *J T Hughes*

Andrea Howroyd,
group HR director,
Charterhouse Group International

William Hunt,
regional staff officer HQ, *Air Cadets*

Stuart Jackson,
managing director,
Innovative Creative Excellence

Julie Johnson,
managing director,
Julie Johnson Associates

Ivor Jones,
deputy chief executive, *CEL*

Michael Jones,
warrant officer, *RAF*

Anthony Kenneson-Adams,
squadron leader, *RAF*

Martin Ladd OBE,
director, *Brighter Prospects Ltd*

Michael Lansdown,
leadership mentor, *Lansdown Associates*

Mark Lomas,
health, hygiene and fire safety manager,
HM Prison Service Risley

Roderick Mactaggart,
wing commander, *RAF*

Simon Mann,
head of programme management,
London Fire Brigade

Roger McBroom,
commanding officer, *Ministry of Defence*

John McCaffrey,
managing director,
High Level Security Associates Ltd

Donald McGregor,
lecturer/director, *Tullos Training Ltd*

Aamer Naeem,
director, *Innov8 Creative Solutions Ltd*

Chi Ming Ng,
health and safety manager,
The Dairyfarm Company Ltd

Colin Monteiro,
director, *Croft Community Services*

Richard Morgan,
lt colonel, *Army*

Robert Morris,
consultant (*self employed*)

Alan Morrow,
battalion second in command,
Ministry of Defence

Tod O'Brien,
associate consultant,
self employed consultant

Pamela Ogilvie,
office manager/financial controller,
Cutting Underwater Technologies Ltd

Nicholas Osborn,
director, *Naylor & Osborn Ltd*

John Oxley,
squadron leader, *RAF*

Wayne Palmer,
squadron leader, *RAF*

David Pike,
managing director,
First Eclipse Consulting Ltd

Susan Poxon,
lecturer/director, *Derby College*

Robert Preston,
warrant officer, *Army*

John Price,
programme manager,
Britannia Royal Naval College

Alan Rowson,
contract liaison officer, *British Energy*

Michael Ryan,
requirements manager, *Ministry of Defence*

Barrie Sandilands,
OIC AWT, *Royal Navy*

John Sawyer,
accreditation process

Malcolm Saxby,
contracts manager, *Galliford Try*

Jane Simmons,
senior lecturer, *Liverpool Hope University*

Roger Simpson,
security advisor, *Karazhanbasmunai*

John Smart,
learning and development programme
Manager, *Amec*

Colin Smith,
yeoman warder (beefeater),
Historic Royal Palaces

Peter Smith,
administration manager, *Torfaen Mind*

Robert Smith,
vocational training manager,
Flagship Training Ltd

Marilyn Smyth,
managing director,
HR & Training Consultancy

Ian Somers,
manager rope access and trades,
Can (Offshore) Ltd

Gary Spalton,
staff officer maritime requirements,
Royal Navy

Stuart Spence,
warrant officer/river officer,
Britannia Royal Naval College

Alistair Spowage,
award development manager,
Army Cadet Force Association

Paul Spray,
skills instructor, *Royal Navy*

Trevor Summerlin,
counsellor and professional coach,
Positive Release

Robert Sykes,
chief executive,
Worcestershire County Council

Geoffrey Taylor,
joint instructor consultant,
Britannia Royal Naval College

Annette Thompson,
managing director, *Advance Coaching Ltd*

Robert Turner,
business and financial planner, *Royal Navy*

Christopher Tweed,
lieutenant commander, *Royal Navy*

Andre Osborne,
project manager, *MOD (Navy)*

Andrew Wadland,
major/integrated logistics manager,
HM Forces

Moshe Michael Wasserman,
senior advisor, *Well Point Inc*

David Watson,
ACACS coordinator WO, *RAF*

Kevin Williams,
training officer,
Royal Navy Defence Police School

John Wiltshire,
wing commander, *RAF*

Iain Whitehorn,
fleet NTE ext links,
Britannia Royal Naval College

Neil Wilkinson,
wing commander, *Royal Air Force*

Andy Winter,
director of learning and consultancy, *YMCA*

Dorothy Winter,
personnel manager, *Land Registry*

Edward Woods,
director,
*Cadet Vocational Qualification
Organisation*

Helen Woodward,
head of campus services,
University of Glamorgan

Congratulations to ILM staff and EVs who have also become Fellows

Helen Chambers

Cynthia Evans

David Frazer

Elizabeth Ann Mitchell

Claire Morris

Peter Topping

John Wood

2007 DIARY DATES



Find space in your 2007 ILM diary for the following member evenings and the ILM national conference:

Date	Event	Location
8 February	EFQM excellence	Birmingham
20 February	Crucial conversations – how to communicate best, when it matters most	Hull
22 February	Coaching and its relationship with performance management	Croydon
27 February	Personal development	Colchester
6 March	'Colourful' relationships	Nottingham
8 March	Leadership and emotional intelligence	Bristol
14 March	Change management	Crewe
21 March	Crucial conversations – how to communicate best, when it matters most	London
19 April	Professional image	York
25 April	ILM National Conference for Leadership 2007 including the AGM and ILM Awards	ICC, Birmingham
25 April	Coaching and its relationship with performance management	Kent
26 April	The need for creativity in leadership	Wrexham
26 April	Coaching and its relationship with performance management	Plymouth
3 May	The need for creativity in leadership	Swansea
8 May	Coaching and its relationship with performance management	Wakefield
15 May	Environmental management – how to cut costs and protect the environment	Worcester
17 May	NLP	Lancaster
6 June	Introducing leadership the Shackleton way	Grantham
19 June	Manage conflict before it manages you	Glamorgan
26 June	Crucial conversations – how to communicate best, when it matters most	Portsmouth
4 July	Personal development	Lichfield
12 September	Diversity – an organisational asset	Stoke on Trent

For further details of all events including prices and how to book please visit www.i-l-m.com

COVER STORIES

WE HOPE YOU ENJOY ILM NEWS FROM COVER TO COVER, ESPECIALLY THE INSPIRING MEMBER STORIES.



IF YOU HAVE AN UNUSUAL JOB OR WORK ENVIRONMENT AND WOULD LIKE TO BE INTERVIEWED FOR ILM NEWS THEN PLEASE CONTACT RICHARD RUSTON ON:
richard.ruston@i-l-m.com

ILMnews

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Institute of Leadership & Management

 ILM is a part of the City & Guilds Group