Award in Leadership and Team Skills

Level 2

ILM 8000-21 Level 2 Award in Leadership and Team Skills

■ Course	■ Topic	■ Task Page

Course	Topic	Task Page					
Level 2 Award in Leadership and Team Skills	Developing yourself to lead your team	Role and responsibilities	Leadership styles				
	Improving performance of the work team	Improving performance	Motivation and team performance				
	Planning and monitoring work	Organisational and team priorities	Planning work	Monitoring work			
	Developing team working	Understanding teams	Organisational structures	Team development	Advantages and disadvantages of teams	Team roles and goals	Effective team working
	Induction and coaching in the workplace	Induction in the workplace	Coaching in the workplace				
	Meeting customer needs	Customer care principles	Customer needs and expectations	Customer feedback			
	Using information to solve problems	Solving problems	Making decisions				
	Understanding change in the workplace	Change in the workplace	Supporting change				
	Diversity in the Workplace	Equality, diversity and inclusion					
	Communicating with people outside the work team	Internal and external communication	Professionalism	Communication and rules			
	Briefing the work team	Planning briefings	Delivering briefings				
	Workplace Communication	Effective communication	Methods of communication	Accurate reporting			
	Business improvement techniques	Continuous quality	Business improvement				
	Managing yourself	Time management	Stress management				
	Setting team objectives in the workplace	Setting team objectives					
	Satisfying customer requirements	Customer types, needs and expectations	Customer satisfaction				

*Optional units dependant on the specialism of the learner

Content Mapping

Task Pages	Unit 250							Unit 251								Unit 252							Unit 253						Unit 254					
	1.1	1.2	1.3	1.4	2.1	2.2	2.3	1.1	1.2	1.3	2.1	2.2	2.3	3.1	3.2	1.1	1.2	2.1	2.2	2.3	3.1	3.2	1.1	1.2	1.3	2.1	2.2	2.3	1.1	1.2	1.3	2.1	2.2	2.3
Role and responsibilities	●	●	●	●																														
Leadership styles					●	●	●																											
Improving performance								●	●	●	●	●	●																					
Motivation														●	●																			
Organisational and team priorities																●	●																	
Planning work																		●	●	●														
Monitoring work																					●	●												
Understanding teams																							●	●										
Organisational structures																							●											
Team development																									●									
Advantages and disadvantages of teams																											●	●						
Team roles and goals																										●								
Effective team working																																		
Induction in the workplace																													●	●	●			
Coaching in the workplace																																●	●	●
Customer care principles																																		
Customer needs and expectations																																		
Customer feedback																																		
Solving problems																																		
Making decisions																																		
Change in the workplace																																		
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Equality, diversity and inclusion																																		
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Business improvement																																		
Time management																																		
Stress management																																		
Setting team objectives																																		
Customer types, needs and expectations																																		
Customer satisfaction																																		

Content Mapping

Level 2 Award in Leadership and Team Skills

Task Pages	Unit 255 1.1	1.2	1.3	1.4	1.5	2.1	2.2	2.3	2.4	2.5	3.1	3.2	3.3	3.4	3.5	Unit 258 1.1	1.2	1.3	1.4	1.5	Unit 259 1.1	1.2	1.3	1.4	2.1	2.2	2.3	Unit 261 1.1	1.2	1.3	1.4	2.1	2.2
Role and responsibilities																																	
Leadership styles																																	
Improving performance																																	
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Organisational and team priorities																																	
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Advantages and disadvantages of teams																																	
Team roles and goals																																	
Effective team working																																	
Induction in the workplace																																	
Coaching in the workplace																																	
Customer care principles	●	●	●	●	●																												
Customer needs and expectations						●	●	●	●	●																							
Customer feedback											●	●	●	●	●																		
Solving problems																●	●	●															
Making decisions																			●	●													
Change in the workplace																					●	●	●	●									
Supporting change																									●	●	●						
Equality, diversity and inclusion																												●	●	●	●	●	●
Internal and external communication																																	
Professionalism																																	
Communication and rules																																	
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Time management																																	
Stress management																																	
Setting team objectives																																	
Customer types, needs and expectations																																	
Customer satisfaction																																	

Content Mapping

Task Pages	Unit 263							Unit 264								Unit 265							Unit 267							
	1.1	1.2	1.3	2.1	2.2	2.3	2.4	1.1	1.2	1.3	2.1	2.2	2.3	2.4	3.1	1.1	1.2	1.3	2.1	3.1	3.2	3.3	1.1	1.2	2.1	2.2	2.3	2.4	3.1	3.2
Role and responsibilities																														
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Change in the workplace																														
Supporting change																														
Equality, diversity and inclusion																														
Internal and external communication	●	●	●																											
Professionalism				●	●																									
Communication and rules						●	●																							
Planning briefings								●	●	●	●	●																		
Delivering briefings													●	●	●															
Effective communication																●	●	●	●											
Methods of communication																	●	●	●											
Accurate reporting																				●	●	●								
Continuous quality																							●	●	●	●				
Business improvement																										●	●	●	●	
Time management																														
Stress management																														
Setting team objectives																														
Customer types, needs and expectations																														
Customer satisfaction																														

Content Mapping

Task Pages	Unit 268						Unit 269								Unit 272									Unit 275					Unit 276			
	1.1	1.2	2.1	2.2	2.3	2.4	1.1	1.2	1.3	1.4	2.1	2.2	2.3	2.4	1.1	1.2	1.3	2.1	2.2	2.3	3.1	3.2	3.3	1.1	1.2	1.3	1.4	1.5	1.1	1.2	1.3	1.4
Role and responsibilities	●	●																														
Leadership styles			●	●	●	●																										
Improving performance																																
Motivation																																
Organisational and team priorities																																
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Monitoring work																																
Understanding teams																													●			
Organisational structures																													●			
Team development																																
Advantages and disadvantages of teams																																
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Business improvement																																
Time management							●	●	●	●																						
Stress management											●	●	●	●																		
Setting team objectives															●	●	●	●	●	●	●	●	●									
Customer types, needs and expectations																								●	●	●						
Customer satisfaction																											●	●				