



# Certificate in Leadership and Team Skills

Level 2



## ILM 8000-21 Level 2 Certificate in Leadership and Team Skills

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				
	Understanding leadership	Leadership					
	Managing workplace projects	Planning projects	Delivering projects				

\*Optional units dependant on the specialism of the learner









## Content Mapping

Task Pages	Unit 308				Unit 320							
	1.1	1.2	2.1	2.2	1.1	1.2	1.3	1.4	1.5	2.1	2.2	
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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Methods of communication												
Accurate reporting												
Continuous quality												
Business improvement												
Time management												
Stress management												
Setting team objectives												
Customer types, needs and expectations												
Customer satisfaction												
Leadership	●	●	●	●								
Planning projects					●	●	●					
Delivering projects								●	●	●	●	