

# Award in Leadership and Management

**DURATION** 4 months

**CREDIT VALUE** 12 ECTS/ECVET

**MODE OF TRAINING** Presentations, class discussions, problem-based learning, hands-on exercises and team-based learning.

**ASSESSMENT** Assignment and Presentation

**AWARDING BODY** Learning Works

## **LECTURERS**

Robert Cassar

Giosue Pianciamore

## **COURSE DESCRIPTION**

As organisations continue to remain competitive and sustainable, a recurring pitfall identified is that employees are promoted to a line or middle management position without having sufficient management training. Thus, new managers may find they are insufficiently equipped to take on the demanding role of managing a team and ensuring that the job gets done successfully. This in turn has an impact on what the team and ultimately what the organisation achieves. Our aim in delivering this training is to fulfil such training needs by introducing management concepts to aspiring managers and those already occupying management positions.

Our rationale, is to teach management concepts which have a practical application to students' real life experiences in the workplace so that they can reach their potential as managers.

## **TARGET CANDIDATES**

This Award in Leadership and Management is designed for new and aspiring middle managers, who wish to develop and grow professional management skills including problem solving and decision-making, performance management, managing team dynamics, delegation and motivation.

Learners should have a thirst for developing practical skills that they can be used in the workplace to effectively manage their teams and provide exceptional customer service.

## **COURSE STRUCTURE**

### **UNIT 1: UNDERSTANDING THE MANAGEMENT ROLE TO IMPROVE MANAGEMENT PERFORMANCE (3 CREDITS)**

The main purpose of this unit is to introduce management concepts to employees who are aiming to take up a management position within an organisation or have just started in such a position. For those already in a line or middle management position this unit will reinforce and enhance their knowledge on contemporary management.

This unit serves as an introduction for the learning that follows.

### **UNIT 2: PLANNING AND LEADING A COMPLEX TEAM ACTIVITY (3 CREDITS)**

Most organisations require their employees to work in a team setting.

There are many different kinds of teams, project teams and multidisciplinary teams all with a common goal of achieving organisational results. However, regardless of the nature of the team, it is important for all team members to be aware of the diverse roles each team member plays. It is equally important for teamwork to be efficient and effective because these are some of the factors upon which a company's competitive advantage is built.

### **UNIT 3: DEVELOPING YOUR LEADERSHIP STYLES (1 CREDIT)**

Leadership has been identified as the key element in what makes up an effective manager. The aim of this unit is to help students reach their management potential helping them and replace through identifying and developing their leadership style to improve their own and organizational performance.

### **UNIT 4: MANAGING CUSTOMER EXPERIENCE (3 CREDITS)**

Research shows that attracting new customers can be five times more expensive than retaining existing ones. In order to gain competitive advantage, organisations invest thousands of Euro to research their target markets and discover the needs and wants of their customers. As part of delivering superior value to their customers, many organisations strive to establish long-term profitable relationships with customers. However,

unless their front-line workers are trained to practise customer relationship management, the chances of reaping the competitive benefits of, remain remote.

### **UNIT 5: MANAGING RISK AT THE WORK PLACE (2 CREDITS)**

All managers have a legal duty to assess the risks, pertaining to the health and safety of their employees, contractors and visitors. Through understanding the implications of managing the risks which may arise in organisations is a fundamental responsibility of all managers and thus, this unit has been included in this course.

### **ENTRY REQUIREMENTS**

Minimum Level 3 standard of education (O-level standard) or at least 3 years in a junior management position.

