

# **ALM** - LEVEL 3

# **AWARD IN LEADERSHIP AND MANAGEMENT**

**Introductions and group dynamics Introduction to the ILM and requirements of the ALM programme**

**Leadership qualities**

**Setting and communicating objectives**

**Preparing and planning a meeting**

**Conflict and conflict handling**

**Teams and teamwork**

**Effective communication**

**Spoken communication**

**Focus on coaching as a developmental intervention**