

emenex

# Accredited Leadership and Management Development





Emenex Ltd

3 City West Business Park,  
Gelderd Road, Leeds, LS12 6LN

Tel 03450 523 593

[info@emenex.co.uk](mailto:info@emenex.co.uk)

[www.emenex.co.uk](http://www.emenex.co.uk)

## About the ILM

The Institute of Leadership & Management (ILM) is a premier body with almost 100 years combined experience in the field of leadership and management in the UK and internationally.

- The UK's leading management awarding body.
- 75,000 new managers and leaders undertake a programme each year.
- Introductory and full awards available for aspiring and experienced team leaders and managers at all levels.
- Flexibility of content and methods of delivery.
- Select a customisable off-the-shelf programme or,
- Design your own programme accredited through the ILM

## About Emenex

Emenex specialises in enabling organisations like yours get the best out of their people.

Our consultative approach and unique solution set impacts directly on bottom line results by enabling your leaders and managers to more effectively empower and engage their teams; and increase their performance and contribution for your organisation.

We are trusted partners and advisers to large well-known organisations such as Molson Coors, and smaller, but equally important businesses like Together Creative Ltd. But whatever their size or sector, they all have one thing in common - People are at the heart of their business and their success.

## Leadership Development Delivers Measurable Results

The quality of leadership is the single biggest determining factor in creating a high performance culture.

Dr. Michael Apter, Loughborough University

Research in our organisation has shown that completing an ILM management qualification increases individual performance by over 20%

Catherine McKeown, L&D Manager, Wirral NHS Trust

Independent research with 150 employers found that an ILM qualification improved performance. 93% of employers confirmed that they saw a tangible improvement in their manager's performance.

ILM

## Feedback From Clients

- Steve and Jonathan have been extremely flexible and supportive in their approach and have made visible benefits to our management capability and organisational processes  
Training Manager, Supported Living Voluntary Organisation
- The company has made significant and on-going annual savings directly from the Leadership Programme.  
Senior Engineer, Facilities Management Company
- The best approach to change skills I have ever come across  
Head of Education, NHS Hospital Trust
- I want to pass on my thanks and congratulations for the work you have done on DYP [Developing Your Potential]. The success is always in the eyes of the participants and the warm response and evaluation is testimony to the course's impact.  
Director of Personnel, University

## Feedback From Managers

- "They have become more confident in dealing with staff issues."
- "She has reduced the amount of time she asks for advice by approx 50%"
- "More positive, forward thinking, offers solutions rather than problems."
- "He now sees the bigger picture"
- "... a much more pro-active supervisor and member of the team."

## Feedback from Participants

- "I have learnt to say no, prioritise, listen and question more."
- "I have started working more effectively I seem to be able to handle staff and public better, especially if they are angry."
- "I look to involve other team members more and keep them up to date with progress and changes."
- "The programme has made me think more about prioritising my workload and managing my time and my team."
- "It has made me more confident in my own abilities and more aware of others abilities. It also made me question more things at work"

## **ILM Accredited Programmes**

Successful organisations focus on enabling and developing their people. More and more leaders today find themselves becoming isolated and frustrated as they attempt to deliver high performance in an increasingly complex business world. Supporting managers and their teams to perform at peak levels has become a top priority for organisations intent on achieving their goals

- Totally clear about your goals?
- More able to access useful personal resources to get more done?
- Challenged and inspired to reach new levels?
- Less prone to becoming frustrated with your own and other people's performance?

An organisation's competitive advantage rests squarely on its ability to quickly develop leadership capability throughout the entire workforce. We work with you to build a programme that meets the challenges and aspirations of the individual and the needs of the organisation. Whether it's a group of experienced leaders or one aspiring manager, we can develop a solution to achieve the outcomes you are looking for.

## **Qualifications Available**

### **Leadership and Management**

- Level 2 Award and Certificate in Leadership and Team Skills
- Level 3 Award, Certificate and Diploma in Leadership and Management
- Level 4 Award, Certificate and Diploma in Leadership and Management
- Level 5 Award, Certificate and Diploma in Leadership and Management
- Leadership and Management NVQ's (levels 3 – 7)

### **Coaching and Mentoring**

- Level 3 Certificate in Coaching and Mentoring
- Level 5 Certificate in Coaching and Mentoring

## Qualification Structure

ILM qualifications are very flexible and programmes can be individually tailored to meet the unique needs of organisations and individuals.

Qualifications are available at different levels to meet to reflect the needs of team leaders (level 2-3), first line managers (level 3-4), middle managers (level 4-5) and senior manager (level 5-7). As the levels rise, the depth of knowledge increases. A similar topic area, for example motivation, will involve more depth and complexity at level 5 than at level 2.

Most levels are available as an Award, Certificate or Diploma. They differ in the breadth of topics covered. An Award may cover 2 or 3 topics, while a Diploma may cover 10 or more topic areas. What determines whether a qualification is an Award, Certificate or Diploma is the credit value. Each topic (unit in ILM terminology) is given a credit value. The more units taken the greater the number of credits. At Level 2, five credits equates to an Award, while 13 credits will achieve a Certificate.

There is a wide choice of units available and can be combined to build a short or longer term programme to support aspiring, new and experienced managers throughout their careers. As well as providing leaders and managers with the knowledge and skills to be effective, ILM qualifications also provide recognition and demonstrates a commitment to continuing professional development.

More detailed information is provided in the ILM qualification specifications. Emenex will work with you to identify the best combination of units to build a qualification matched to your needs and aspirations. Once designed, the programme can be delivered through workshops, distance learning, or a blended approach to minimise workplace disruption and maximise learning opportunities.

For more information about accredited Leadership, Management or Coaching Development, contact:

Jonathan Broadhurst: 07432 048433, [jonathan.broadhurst@emenex.co.uk](mailto:jonathan.broadhurst@emenex.co.uk)

Or go to [www.emenex.co.uk](http://www.emenex.co.uk) and complete the contact form

## Rules of combination

### Award

- ▶ Minimum 3 credits, maximum 12 credits
- ▶ All units must be taken from Group 1

### Certificate

- ▶ Minimum 13 credits, maximum 36 credits
- ▶ Choice of units from Groups 1 and 2
- ▶ Maximum of 6 credits from Group 2

## Overview of units

### Group 1

Reference	Unit title	Level	CV*	GLH**
8000-250	Developing Yourself as a Team Leader	2	1	6
8000-251	Improving Performance of the Work Team	2	1	6
8000-252	Planning and Monitoring Work	2	2	8
8000-253	Developing the Work Team	2	1	6
8000-254	Induction and Coaching in the Workplace	2	2	8
8000-255	Meeting Customer Needs	2	2	6
8000-256	Working Within Organisational and Legal Guidelines	2	1	6
8000-257	Providing Quality to Customers	2	1	6
8000-258	Using Information to Solve Problems	2	1	5
8000-259	Understanding Change in the Workplace	2	2	8
8000-260	Maintaining a Healthy and Safe Working Environment	2	1	8
8000-261	Diversity in the Workplace	2	1	6
8000-262	Using Resources Effectively and Efficiently in the Workplace	2	1	7
8000-263	Communicating With People Outside the Work Team	2	1	6
8000-264	Briefing the Work Team	2	1	6
8000-265	Workplace Communication	2	1	5
8000-266	Workplace Records and Information Systems	2	1	5
8000-267	Business Improvement Techniques	2	2	10
8000-268	Leading Your Work Team	2	2	6
8000-269	Managing Yourself	2	1	4
8000-270	Enterprise Awareness	2	3	18
8000-271	Working with Customers Legally	2	1	5
8000-272	Setting Team Objectives in the Workplace	2	2	6
8000-273	Gathering, Interpreting and Utilising Data in the Workplace	2	1	3
8000-274	Methods of Communicating in the Workplace	2	1	3
8000-275	Satisfying Customer Requirements	2	1	3
8000-276	Understanding Effective Team Working	2	1	3
8000-277	Building an Awareness of Waste Management	2	2	9
8000-279	Understanding Sales in the Workplace	2	2	7
8000-280	Understanding the Implications of Working in an Enterprise	2	3	6

\*Credit value. \*\*Guided learning hours.

## Group 2

Reference	Unit title	Level	CV*	GLH**
8000-300	Solving Problems and Making Decisions	3	2	9
8000-301	Understanding Innovation and Change in an Organisation	3	2	9
8000-307	Giving Briefings and Making Presentations	3	2	4
8000-308	Understanding Leadership	3	2	6
8000-312	Understanding Conflict Management in the Workplace	3	1	4
8000-313	Understanding Stress Management in the Workplace	3	1	7
8000-314	Understanding Discipline in the Workplace	3	1	5
8000-316	Understanding the Induction of New Staff in the Workplace	3	1	3
8000-317	Understanding Training and Coaching in the Workplace	3	2	7
8000-320	Managing Workplace Projects	3	2	7
8000-322	Understand the Organisation and its Context	3	2	7
8000-327	Understanding Negotiation and Networking in the Workplace	3	1	6
8000-337	Understanding Security Measures in the Workplace	3	2	7
8000-339	Understanding Good Practice in Workplace Coaching	3	3	9
8000-340	Undertaking Coaching in the Workplace	3	4	6



## Rules of combination

### Award

- ▶ Minimum 4 credits, maximum 12 credits
- ▶ Minimum two units
- ▶ All units must be taken from Group 1

### Certificate

- ▶ Minimum 13 credits, maximum 36 credits
- ▶ Choice of optional units from Groups 1 and 2
- ▶ Maximum of 6 credits from Group 2

### Diploma

- ▶ Minimum 37 credits
- ▶ Choice of optional units from Groups 1 and 2
- ▶ Maximum of 18 credits from Group 2

## Overview of units

### Group 1

Reference	Unit title	Level	CV*	GLH**
8600-300	Solving Problems and Making Decisions	3	2	9
8600-301	Understanding Innovation and Change in an Organisation	3	2	9
8600-302	Planning Change in the Workplace	3	2	9
8600-303	Planning and Allocating Work	3	2	9
8600-304	Writing for Business	3	1	4
8600-305	Contributing to Innovation and Creativity in the Workplace	3	2	9
8600-306	Understanding Customer Service Standards and Requirements	3	2	7
8600-307	Giving Briefings and Making Presentations	3	2	4
8600-308	Understanding Leadership	3	2	6
8600-309	Understand How to Establish an Effective Team	3	1	5
8600-310	Understanding How to Motivate to Improve Performance	3	2	9
8600-311	Developing Yourself and Others	3	2	9
8600-312	Understanding Conflict Management in the Workplace	3	1	4
8600-313	Understanding Stress Management in the Workplace	3	1	7
8600-314	Understanding Discipline in the Workplace	3	1	5
8600-315	Understanding Recruitment and Selection of New Staff in the Workplace	3	2	7
8600-316	Understanding the Induction of New Staff in the Workplace	3	1	3
8600-317	Understanding Training and Coaching in the Workplace	3	2	7
8600-318	Understanding Quality Management in the Workplace	3	2	6
8600-319	Understanding Organising and Delegating in the Workplace	3	1	4
8600-320	Managing Workplace Projects	3	2	7
8600-321	Understanding Health and Safety in the Workplace	3	2	7
8600-322	Understand the Organisation and its Context	3	2	7
8600-323	Understanding Performance Management	3	2	7
8600-324	Understanding Costs and Budgets in an Organisation	3	1	7
8600-325	Understanding How to Manage the Efficient Use of Materials and Equipment	3	2	7
8600-326	Understanding the Communication Process in the Workplace	3	2	7
8600-327	Understanding Negotiation and Networking in the Workplace	3	1	6
8600-328	Understand How to Lead Effective Meetings	3	2	4
8600-329	Understanding Workplace Information Systems	3	1	6
8600-330	Understanding Marketing for Managers	3	1	4
8600-331	Understanding Support Services Operations in an Organisation	3	3	7
8600-332	Understanding Sustainability and Environmental Issues in an Organisation	3	3	10
8600-333	Understanding Procurement and Supplier Management in the Workplace	3	2	7
8600-334	Understanding and Developing Relationships in the Workplace	3	2	8

\* Credit value. \*\* Guided learning hours.

### Group 1 continued

Reference	Unit title	Level	CV*	GLH**
8600-335	Understand How to Manage Contracts and Contractors in the Workplace	3	2	8
8600-336	Understanding Incident Management and Disaster Recovery in the Workplace	3	2	7
8600-337	Understanding Security Measures in the Workplace	3	2	7
8600-338	Understanding How to Manage Remote Workers	3	2	7
8600-339	Understanding Good Practice in Workplace Coaching	3	3	9
8600-340	Understanding Good Practice in Workplace Mentoring	3	3	9
8600-341	Leading and Motivating a Team Effectively	3	2	7
8600-342	Developing Own Leadership Capability Using Action Learning ( <i>Diploma only</i> )	3	10	30

### Group 2

Reference	Unit title	Level	CV*	GLH**
8600-200	Developing Yourself as a Team Leader	2	1	6
8600-201	Improving Performance of the Work Team	2	1	6
8600-202	Planning and Monitoring Work	2	2	8
8600-203	Developing the Work Team	2	1	6
8600-204	Induction and Coaching in the Workplace	2	2	8
8600-205	Meeting Customer Needs	2	2	6
8600-206	Working Within Organisational and Legal Guidelines	2	1	6
8600-207	Providing Quality to Customers	2	1	6
8600-208	Using Information to Solve Problems	2	1	5
8600-209	Understanding Change in the Workplace	2	2	8
8600-210	Maintaining a Healthy and Safe Working Environment	2	1	8
8600-211	Diversity in the Workplace	2	1	6
8600-212	Using Resources Effectively and Efficiently in the Workplace	2	1	7
8600-213	Communicating with People Outside the Work Team	2	1	6
8600-214	Briefing the Work Team	2	1	6
8600-215	Workplace Communication	2	1	5
8600-216	Workplace Records and Information Systems	2	1	5
8600-217	Business Improvement Techniques	2	2	10
8600-218	Leading Your Work Team	2	2	6
8600-219	Managing Yourself	2	1	4
8600-220	Enterprise Awareness	2	3	18
8600-221	Working With Customers Legally	2	1	5
8600-222	Setting Team Objectives in the Workplace	2	2	6
8600-223	Gathering, Interpreting and Utilising Data in the Workplace	2	1	3
8600-224	Methods of Communicating in the Workplace	2	1	3
8600-225	Satisfying Customer Requirements	2	1	3
8600-226	Understanding Effective Team Working	2	1	3
8600-227	Building an Awareness of Waste Management	2	2	9
8600-228	Effectively Selling to Customers	2	2	7
8600-229	Understanding Sales in the Workplace	2	2	7
8600-230	Developing Yourself as an Effective Team Member	2	3	9
8600-400	Understanding the Management Role to Improve Management Performance	4	4	15
8600-401	Planning and Leading a Complex Team Activity	4	4	6
8600-402	Managing Equality and Diversity in Own Area	4	4	12

## Group 2 continued

Reference	Unit title	Level	CV*	GLH**
8600-403	Managing Risk in the Workplace	4	3	6
8600-404	Delegating Authority in the Workplace	4	3	3
8600-405	Developing People in the Workplace	4	5	21
8600-406	Developing Your Leadership Styles	4	4	10
8600-407	Understanding Financial Management	4	3	12
8600-408	Management Communication	4	4	18

### Learning resources

There is a range of materials available to support ILM qualifications, for full details browse online at [www.i-l-m.com/shop](http://www.i-l-m.com/shop)

### ILM membership

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### Our ethos

Our qualifications combine innovative design with a strong focus on workplace performance, we believe this delivers well-rounded managers with a proven ability to perform to the required standards.

### Contact ILM

The ILM Customer Service Team is dedicated to providing the very best in customer care. If you need guidance on any aspect of leadership and management development, whether at an individual or organisational level, contact ILM.

**T 01543 266867**

**E [enquiries@i-l-m.com](mailto:enquiries@i-l-m.com)**

## Rules of combination

### Award

- ▶ Minimum 6 credits, maximum 12 credits
- ▶ Minimum of two units from Group 1
- ▶ All units must be taken from Group 1

### Certificate

- ▶ Minimum 13 credits, maximum 36 credits
- ▶ Choice of units from Groups 1 and 2
- ▶ Maximum of 6 credits from Group 2

### Diploma

- ▶ Minimum 37 credits
- ▶ Choice of units from Groups 1 and 2
- ▶ Maximum of 18 credits from Group 2

## Overview of units

### Group 1

Reference	Unit title	Level	CV*	GLH**
8607-501	Managing Improvement	5	3	8
8607-502	Making a Financial Case	5	3	14
8607-503	Developing Critical Thinking	5	4	18
8607-504	Leading Innovation and Change	5	5	24
8607-505	Managing Individual Development	5	4	18
8607-506	Managing Stress and Conflict in the Organisation	5	3	8
8607-507	Understanding the Organisational Environment	5	5	24
8607-508	Understanding Organisational Culture and Ethics	5	3	12
8607-509	Managing Customer Relations	5	3	10
8607-510	Managing for Efficiency and Effectiveness	5	4	18
8607-511	Managing Projects in the Organisation	5	4	18
8607-512	Managing Resources	5	4	12
8607-513	Managing Information	5	4	12
8607-514	Managing Recruitment	5	5	24
8607-515	Managing Work Analysis	5	3	12
8607-516	Analysing and Interpreting Statistics to Inform Management Decisions	5	2	10
8607-517	Understanding the Management of Facilities	5	2	9
8607-518	Making Professional Presentations	5	2	9
8607-519	Developing and Leading Teams to Achieve Organisational Goals and Objectives	5	4	18
8607-520	Assessing Your Own Leadership Capability and Performance	5	6	15
8607-521	Managing Own Continuing Professional Development ( <i>Certificate and Diploma only</i> )	5	15	20
8607-522	Becoming an Effective Leader	5	5	9
8607-523	Preparing to Apply Lean Production and Improvement Methodologies to Operational Problems in Service Delivery	5	8	8
8607-524	Applying Lean Production and Improvement Methodologies to Operational Problems in Service Delivery ( <i>Certificate and Diploma only</i> )	5	11	12
8607-525	Improving and Maintaining the Organisation's Environmental Performance	5	5	14
8607-526	Managing Remote Workers	5	5	12
8607-527	Partnership Working	5	4	10
8607-528	Understanding Governance of Organisations	5	6	18
8607-529	Knowledge and Information Management	5	5	14
8607-530	Understanding the Skills, Principles and Practice of Effective Management Coaching and Mentoring	5	5	18
8607-531	Improving Own Leadership Performance Through Action Learning ( <i>Diploma only</i> )	5	15	36

\*Credit value. \*\*Guided learning hours.

## Group 2

Reference	Unit title	Level	CV*	GLH**
8607-400	Understanding the Management Role to Improve Management Performance	4	4	15
8607-401	Planning and Leading a Complex Team Activity	4	4	6
8607-402	Managing Equality and Diversity in Own Area	4	4	12
8607-403	Managing Risk in the Workplace	4	3	6
8607-404	Delegating Authority in the Workplace	4	3	3
8607-405	Developing People in the Workplace	4	5	21
8607-406	Developing Your Leadership Styles	4	4	10
8607-407	Understanding Financial Management	4	3	12
8607-408	Management Communication	4	4	18
8607-409	Managing Personal Development ( <i>Diploma only</i> )	4	15	6
8607-410	Managing the Analysis of Secondary Data	4	4	15
8607-411	Managing a Healthy and Safe Environment	4	2	9
8607-412	Managing Meetings	4	3	15
8607-413	Managing Marketing Activities	4	3	15
8607-414	Data Collection and Analysis to Justify Management Decision Making	4	2	10
8607-415	Motivating People in the Workplace	4	2	6
8607-416	Solving Problems by Making Effective Decisions in the Workplace	4	3	14
8607-417	Managing and Implementing Change in the Workplace	4	6	24
8607-418	Understanding the Organisational Culture and Context	4	6	25
8607-419	Understanding Work in Contemporary Society	4	3	8
8607-420	Budgetary Planning and Control	4	3	6
8607-421	Interpreting Financial Statements to Assess Organisational Performance Using Financial Ratios	4	3	6
8607-422	Understanding the Importance of Marketing for an Organisation	4	4	6
8607-423	Using Quantitative Methods to Solve Management Problems	4	6	10
8607-424	Understanding the Economics of the Marketplace	4	6	10
8607-425	Developing Individual Mental Toughness	4	2	5
8607-426	Understanding the Macro Economic Environment ( <i>Diploma only</i> )	4	7	25
8607-427	Developing a Culture to Support Innovation and Improvement	4	3	12
8607-601	Managing Operations Research	6	3	10

## Rules of combination

Learners must gain 16 credits to achieve this qualification with

- ▶ Two mandatory units (6 credits)
- ▶ 10 credits from Group 1 or 10 credits from Group 2.

## Overview of units

### Mandatory

Reference	Unit title	Level	CV*	GLH**
8578-300	Understanding Good Practice in Workplace Coaching	3	3	9
8578-304	Understanding Good Practice in Workplace Mentoring	3	3	9

### Group 1

Reference	Unit title	Level	CV*	GLH**
8578-302	Undertaking an Extended Period of Coaching in the Workplace	3	7	12
8578-303	Reflecting on Workplace Coaching Skills	3	3	6

### Group 3

Reference	Unit title	Level	CV*	GLH**
8578-306	Undertaking an Extended Period of Mentoring in the Workplace	3	7	12
8578-307	Reflecting on Workplace Mentoring Skills	3	3	6

\*Credit value. \*\*Guided learning hours.

## Learning resources

There is a range of materials available to support ILM qualifications through our online portal, Walled Garden, and the ILM website. Contact us to find out more.

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**E [customer@i-l-m.com](mailto:customer@i-l-m.com)**

## Rules of combination

### Certificate

- ▶ Three mandatory units (total credit value of 13)

### Diploma

- ▶ Three mandatory units (total credit value of 37)

## Overview of units

Reference	Unit title	Level	CV*	GLH**	Mandatory***
8580-500	Understanding the Skills, Principles and Practice of Effective Management Coaching and Mentoring	5	5	18	C D
8580-501	Undertaking Management Coaching or Mentoring in the Workplace	5	5	12	C
8580-502	Undertaking an Extended Period of Management Coaching or Mentoring in the Workplace	5	29	20	D
8580-503	Reviewing Own Ability as a Management Coach or Mentor	5	3	7	C D

\*Credit value. \*\*Guided learning hours. \*\*\*C=Certificate. D=Diploma.

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