

# NEW Leadership & Management Training

We are pleased to announce that we have secured funding from the UK Shared Prosperity Fund (UKSPF) which is part of the new Government Levelling Up Project. As a college we will be supporting local businesses, entrepreneurs, volunteers and our local community with training and development in line with the local skills demand. We will also be supporting businesses with decarbonisation and promoting awareness of sustainable practices.

We will be commencing our **CMI Level 3 Awards in Leadership and Management**. Each award will be delivered in three sessions and will run over three full days in the **Employer Hub, Lancaster & Morecambe College**.

These qualifications are aimed at practicing or aspiring managers who supervise or manage a team, or project officers and shift managers who are responsible for the day to day operational and project activities.

## **CMI 306 Principles of Equality, Diversity & Inclusive Working Practices**

Coming soon

Treating colleagues, customers and stakeholders with dignity and respect enables relationships to develop and thrive. This unit focuses on how to develop inclusive working practices in line with organisational and legal frameworks. This will not only improve the productivity and wellbeing of staff, but impact positively on the whole customer experience.

## **CMI 311 Contributing to the Delivery of a Project**

**Tuesday 30 April • Tuesday 7 May • Tuesday 28 May 2024 • 9am - 12pm (Online Learning)**

Whilst the scale, significance and complexity of a project will vary, the principles of carrying out a project will ultimately be the same. This unit aims to equip managers with the knowledge, tools and techniques for managing and monitoring projects. It also identifies approaches to managing risk and responding to the needs and expectations of stakeholders. The skills a manager will learn, will not only enable them to improve their own working practice, but will impact on the achievement of project outcomes.

## **CMI 310 Supporting Teams and Individuals through Change**

**Wednesday 8 May • Wednesday 22 May • Wednesday 5 June 2024 • 10am – 3pm**

Change is inevitable if an organisation is to maintain competitiveness and currency of practice. Managers are constantly asked to implement change to respond to commercial pressures, legal organisational requirements, efficiencies or improvements. Success often depends on the support given by managers to staff. The aim of this unit is to enable managers to lead people positively through change. This is achieved by implementing plans which identify ways to make change successful, and gaining the support and trust of individuals and teams.

## **CMI 308 Managing Volunteers**

**Wednesday 3 July • Wednesday 24 July • Wednesday 7 August 2024 • 9am - 12pm**

Volunteers are uniquely placed to offer a wealth of skills and abilities to compliment those of employed staff within an organisation. Managed well, they can help an organisation improve the quality and capacity of the service. The aim of this unit is to equip managers with the knowledge of how to engage, motivate and support volunteers to be effective within their role and address challenges with a positive 'can-do' attitude.

## **CMI 317 Supporting the Delivery of Customer Service**

### **Coming soon**

Customers are key to the success of any business and it is essential to know how to deliver a great customer experience that meets and exceeds the expectations of all customers. This should be regardless of whether they are a colleague, department within an organisation, or a member of the public purchasing a product or using a service. The aim of this unit is to equip you with an understanding of the parameters in which good customer service is delivered. It focuses on the end to end customer journey and encourages you to reflect on the customer service experience through the customer's eyes.

### **For further information**

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