





# ILM LEVEL 3 AWARD IN EFFECTIVE MANAGEMENT

## Overview of units

Ref	Unit title	CV*
M3.02	Understanding change in the workplace	2
M3.03	Planning change in the workplace	2
M3.04	Achieving objectives through time management	1
M3.05	Writing for business	1
M3.06	Managing creativity and innovation in the workplace	1
M3.07	Obtaining information for effective management	2
M3.08	Managing customer service	1
M3.09	Giving briefings and making presentations in the workplace	1
M3.10	Introduction to leadership	2
M3.11	Building the team	1
M3.12	Motivating to perform in the workplace	2
M3.13	Developing yourself and others	2
M3.14	Managing conflict in the workplace	1
M3.15	Managing stress in the workplace	1
M3.16	Managing the employment relationship	2
M3.17	Recruiting, selecting and inducting new staff in the workplace	3
M3.18	Coaching and training your work team	2
M3.19	Providing quality to customers	2
M3.20	Planning to work efficiently	2
M3.21	Organising and delegating	1
M3.22	Managing projects	2
M3.23	Managing health and safety at work	3
M3.24	Understanding organisations in their context	2
M3.25	Understanding culture and ethics in organisations	2
M3.26	Managing performance	1
M3.27	Working with costs and budgets	1
M3.28	Managing the efficient use of materials	1
M3.29	Managing the effective use of equipment	1
M3.30	Understanding the communication process in the workplace	1
M3.31	Influencing others at work	1
M3.32	Communicating one-to-one at work	1
M3.33	Effective meetings for managers	2
M3.34	Understanding workplace information systems	1
M3.35	Marketing for managers	1
M3.36	Leading a team effectively	2
M3.38	Introduction to managing and maintaining property and assets	3
M3.39	Introduction to the effective management of space within own organisation	3
M3.40	Understanding support services operations	3
M3.41	Managing sustainability and environmental issues	3
M3.42	Managing utility services and energy efficiency in the workplace	2
M3.43	Understanding procurement and supplier management in the workplace	2
M3.44	Understanding facilities management within the context of an organisation	4
M3.45	Managing and developing relationships in the workplace	2
M3.46	Managing contracts and contractors in the workplace	2
M3.47	Delivering service in the workplace	2
M3.48	Understanding incident management and disaster recovery in the workplace	2
M3.49	Understanding security measures in the workplace	2
M3.51	Understanding advanced site waste management	1

\* Credit value

## Learning resources

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

The following are available for the ILM Level 3 Award in Effective Management:

- **Super Series.** ILM's best selling text-based open learning material, providing a direct match to the Level 3 First Line Management units (M3.01 to M3.35)
- **Unit Assessments.** These ready-to-use assessments, available at all levels, complete with mark sheets are available for purchase or download
- **Online tools** to measure leadership style or management toughness – developed by industry leaders, AQR Ltd, these have proved to be invaluable resources for a wide range of the units for this Award.

## ILM membership

All learners gain free studying membership of ILM for one year. Designed to help candidates get the most from their course and advance their management career, studying membership gives access to a wide range of development materials and services. Learners activate their ILM studying membership online at [www.i-l-m.com/activate](http://www.i-l-m.com/activate) and can upgrade any time to professional membership – gaining an additional range of membership services and the use of post nominal letters (eg AInstLM).

## Contact ILM

The ILM Qualification and Membership teams are 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.

For information on any aspect of ILM qualifications and learning resources contact **01543 266867** or email **customer@i-l-m.com**

For information on ILM membership contact **01543 266886** or email **membership@i-l-m.com**

[www.i-l-m.com](http://www.i-l-m.com)