



For further information about the Institute of Leadership and Management (ILM) accredited units of qualifications through Accredited, call 0844 800 2958.

| Ref | Unit Title | Notional Credit Value | Award | Certificate | Diploma |
|-------|--|-----------------------|-------|-------------|---------|
| M3.01 | Solving problems and making decisions | 2 | M | M | M |
| M3.02 | Understanding change in the workplace | 2 | | M | M |
| M3.03 | Planning change in the workplace | 2 | | M | M |
| M3.04 | Achieving objectives through time management | 1 | | M | M |
| M3.05 | Writing for business | 1 | | | M |
| M3.06 | Managing creativity and innovation in the workplace | 1 | | | M |
| M3.07 | Obtaining information for effective management | 2 | | | M |
| M3.08 | Managing customer service | 1 | | | M |
| M3.09 | Giving briefings and making presentations in the workplace | 1 | | | M |
| M3.10 | Introduction to leadership | 2 | | | |
| 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 | | | |
| M3.18 | 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 | | | |
| M3.23 | Managing health and safety at work | 3 | | | |
| M3.24 | Understanding organisations in their context | 2 | | | |

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|-------|--|---|--|--|--|
| M3.25 | Understanding culture and ethics in organisations | 2 | | | |
| M3.26 | Managing performance | 1 | | | |
| M3.27 | Working with costs and budgets | 1 | | | |
| M3.30 | Understanding the communication process in the workplace | 1 | | | |
| M3.33 | Effective meetings for managers | 2 | | | |
| M3.34 | Understanding workplace information systems | 1 | | | |