

ILM Level 5 Certificate in Leadership and Management

Syllabus Overview

Core Area 1: Self-Awareness, Confidence and Personal Leadership Foundations

This core area focuses on developing the foundations of effective leadership by increasing self-awareness, confidence, and understanding of personal influences on behaviour.

Learners will explore:

- The concept of self-leadership and its importance in leadership effectiveness
- How personal experiences shape leadership (e.g. frame of reference, environment)
- Emotional intelligence and its impact on performance and relationships
- Growth mindset and resilience in leadership
- Identifying strengths, limitations, values, and leadership identity

Outcome:

Learners build a strong understanding of who they are as leaders and how this influences their behaviour, decisions, and impact.

Core Area 2: Leadership Styles and Developing Your Leadership Approach

This core area develops learners' ability to understand, assess, and adapt their leadership style to different situations and people.

Learners will explore:

- A range of leadership styles and theories (trait, behavioural, situational, transformational, etc.)
- The importance of adapting leadership style to context and individuals
- Use of diagnostics and profiling tools (e.g. DISC) to assess leadership style
- Evaluating personal leadership effectiveness
- Creating a personal development plan for leadership growth

Outcome:

Learners develop a flexible leadership approach and the ability to consciously adapt their style to improve outcomes.

Core Area 3: Leading Others – Motivation, Engagement and Performance

This core area focuses on how leaders create motivated, engaged, and high-performing teams.

Learners will explore:

- Key motivation theories (Maslow, Vroom, McClelland, etc.) and their application
- Factors affecting motivation and performance in the workplace
- Practical strategies for motivating individuals and teams
- Building a culture of appreciation and recognition
- Understanding and addressing demotivation and disengagement

Outcome:

Learners can apply motivation strategies to improve individual performance, team dynamics, and organisational outcomes.

Core Area 4: Building Effective Relationships, Psychological Safety, Managing Conflict

This core area develops the interpersonal skills required to lead people effectively and create safe, high-performing team environments.

Learners will explore:

- The concept and importance of psychological safety
- Building trust, rapport, and strong working relationships
- Communication techniques (questioning, listening, influencing)
- Managing and resolving workplace conflict
- Understanding team dynamics and dysfunctions
- Supporting wellbeing and mental health in teams

Outcome:

Learners gain the skills to create open, trusting environments where individuals feel safe to contribute and perform.

Core Area 5: Coaching, Mentoring and Developing Others

This core area focuses on developing others through coaching and mentoring approaches.

Learners will explore:

- Definitions and differences between coaching and mentoring
- The role of coaching in improving performance and development
- Core coaching skills (questioning, listening, feedback, rapport building)
- Coaching models (e.g. GROW) and how to apply them
- Structuring and managing coaching conversations
- Overcoming barriers to effective coaching and mentoring

Outcome:

Learners develop practical coaching skills to support individual growth, performance, and confidence.

Core Area 6: Organisational Leadership, Strategy and Personal Impact

This core area focuses on how leaders operate within a wider organisational context and contribute to strategic success.

Learners will explore:

- The difference between strategic and operational leadership
- Setting direction, aligning teams, and communicating vision
- Understanding organisational context and external influences
- Building high-performing teams aligned to organisational goals
- Developing and communicating a personal leadership brand
- Influencing others and leading change

Outcome:

Learners understand how to lead beyond their immediate team and contribute to organisational success.