

These are the courses we most often deliver to our clients, covering a wide range of leadership and management skills to a range of different levels of staff within an organisation. We start with courses suitable for Graduates and those starting out in their careers, all the way to Directors and Executive Officers.

WAVA is an ILM Approved Centre, approved to deliver the ILM Qualifications in Leadership and Management at:

Level 2 – supervisors and team leaders

Level 3 – first line managers

Level 5 – middle managers

Level 7 – directors and executives

And ILM Qualifications in Coaching and Mentoring at:

Level 3 – first line managers

Level 5 – those with responsibility for Coaching and Mentoring Programmes within the organisation

Many of the courses listed can be used towards an ILM Qualification.

We also have developed our own programmes in response to clients' needs, which are ILM Endorsed Programmes:

Admired Leaders Foundation Programme

Admired Leaders Intermediate Programme

Admired Leaders Advanced Programme

Coaching Skills Intermediate Programme

Contact Kathy Willow to organise a conversation so that we can fully understand how we can best serve your needs: kwillow@wavaglobal.com

Ref No	Course Title	Target Audience	No. of Days	Course Description	Learning Outcome 1	Learning Outcome 2	Learning Outcome 3	Learning Outcome 4
1	Self Management	Developees & Graduates	5	Provide participants with an understanding of self and others in the workplace, and the skills to manage time, communication and self effectively	Understand the four main personality types (DISC) and how this shapes interactions with others	Understand emotional intelligence and what it means to be working in a highly multi-cultural environment	Understand how to plan and prioritise own work load and manage own stress	Understand the process of logic and analysis particularly in relation to problem solving
2	Effective Communication	Developees & Graduates	5	Provide participants with an understanding of effective communication and the knowledge of how to influence and persuade others	Understand how to communicate effectively	Know the difference between aggressive, passive and assertive communication styles, and know how to manage conflict more effectively	Know how to influence, persuade and negotiate with others to achieve objectives	Be able to plan and conduct an effective presentation or briefing
3	Finance and Problem Solving	Developees & Graduates	5	Provide participants with an understanding of budgets and other financial information, problem solving and decision making techniques useful to the workplace	Understanding costs, budgets and general finance within the context of own organisation	Know how to describe a problem, its nature, scope and impact	Know how to gather & interpret information to solve a problem	Know how to make and implement decisions to solve problems effectively
4	Developee Programme	Developees & Graduates	15	Combines all three courses outlined above	Combines all three courses outlined above	Combines all three courses outlined above	Combines all three courses outlined above	Combines all three courses outlined above
5	Customer Service	Developees & Graduates	2	Provide participants with an understanding of customer care and why it is important to business success	Understand the importance of and how to deliver quality within the organisation	Know how to satisfy customer requirements	Identify internal customers and understand the importance of customer care	

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6	Planning & Monitoring	Supervisors & Team Leaders, Graduates	2	Provide participants with a structured framework for planning, allocating and monitoring a team's performance against that plan	Understand how to work within the organisational guidelines to achieve team goals	Understand how to plan and allocate work to team members	Understand how to monitor a team's performance against the plan	
7	Developing The Work Team	Supervisors & Team Leaders, Graduates	1	Provide participants with an understanding of how to develop a team	Understand the nature of teams	Understand the advantages and disadvantages of team working		
8	Leading Your Work Team	Supervisors & Team Leaders, Graduates	2	Provide participants with an understanding of what it takes to lead a team	Understand the nature of teams	Understand the difference between leadership and management	Understand a range of leadership styles, their benefits and potential impact on individuals and performance	
9	Managing Yourself	Supervisors & Team Leaders, Graduates	1	Provide participants with useful time management and stress management tools	Know how to use effective personal time management to achieve team goals	Know how to manage own stress		
10	Gathering, Interpreting and Utilising Data in the Workplace	Supervisors & Team Leaders, Graduates	2	Provide participants with an understanding of gathering, selecting and using information for a selected purpose in the workplace	Know how to gather and interpret data for action	Know how to select and use data for a specific purpose		
11	Effective Team Working	Supervisors & Team Leaders, Graduates	1	Provide participants with an understanding of team work and what it takes to be an effective team member	Understand the nature of teams	Understand effective team work	Understand how to be an effective team member	

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12	Understanding Good Practice in Workplace Coaching	Supervisors & First Time Managers	2	Provide participants with an understanding of effective coaching practice	Understand the context for effective workplace coaching	Understand the process of effective workplace coaching	Understand the content of effective workplace coaching	
13	Undertaking Coaching in the Workplace	Supervisors & First Time Managers	2	Enable participants to demonstrate their ability to undertake workplace coaching	Be able to plan and organise workplace coaching sessions	Be able to undertake at least six hours effective workplace coaching activity	Be able to summarise and analyse a period of formal coaching within the workplace using feedback	
14	ILM Level 3 Award in Coaching	Supervisors & First Time Managers	4	An ILM Qualification in Coaching	Understand the context, process and content of effective workplace coaching	Be able to undertake at least six hours effective workplace coaching activity	Be able to summarise and analyse a period of formal coaching within the workplace using stakeholder feedback	Be able to assess own abilities and characteristics as a workplace coach
15	ILM Level 3 Certificate in Coaching	Supervisors & First Time Managers	6	An ILM Qualification in Coaching	Understand the context, process and content of effective workplace coaching	Be able to undertake at least thirtysix hours effective workplace coaching activity	Be able to summarise and analyse a period of formal coaching within the workplace using stakeholder feedback	Be able to assess own abilities and characteristics as a workplace coach
16	Business Writing	Supervisors, Team Leaders, Managers	2	Provide participants with the ability to produce effective written communications using Business English	Understand the difference between verbal and written communication and scope for misunderstandings	Know how to write for business	Express business concepts clearly	

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17	Innovation and Change	First Time Managers	2	Provide participants with an understanding of the need for innovation and change in the workplace, and how to encourage and implement it	Understand what innovation is and why it is important in business	Understand the different types of innovation and their application	Understand the use of creative thinking tools & techniques, how they can be used as part of the innovation process	Know how to develop success criteria and measure improvement
18	Presentations Skills	First Time Managers	2	Provide participants with the skills, knowledge and techniques to deliver effective presentations and briefings in the workplace	Understand the skills, knowledge and techniques needed to be successful in delivering effective briefings and presentations to a range of audiences	Understand how to make an effective first impression, and have a greater impact on your audience	Know how to project confidence when presenting and in particular when handling awkward situations and difficult questions	
19	Leadership Skills	First Time Managers	2	Provide participants with an introduction to a range of different leadership styles and approaches, enabling them to reflect on their own style and approach, and make improvements accordingly	Understand the context, process and content of effective workplace coaching	Be able to undertake at least six hours effective workplace coaching activity	Be able to summarise and analyse a period of formal coaching within the workplace using stakeholder feedback	Be able to assess own abilities and characteristics as a workplace coach
20	Conflict Management	First Time Managers	2	Provide participants with an understanding of how conflict develops and how to handle such situations to help create a positive work environment	Identify causes of conflict at work and understand the stages in the development of conflict	Know how to resolve conflict in the workplace using a variety of tools	Know how to build and support a positive atmosphere within the workplace	

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21	Stress Management	First Time Managers	2	Provide participants with the self awareness and practical tools needed to manage own stress, and also understand how to support others	Know how to manage stress in the workplace	Understand how to support individuals in the team and minimise stress in others		
22	Managing Workplace Projects	First Time Managers	2	Provide participants with the knowledge and skills required to manage workplace projects	Know how to manage a simple workplace project	Understand the financial and non-financial implications of a workplace project		
23	Managing Change	First Time Managers	3	Provide participants with an understanding of how to implement and manage change in the workplace	Understand change and the forces for change in an organisation	Understand the effects of change on people and teams	Understand how to identify and plan for change in an organisation	Understand the need for continuous improvement
24	Planning & Allocating Work	First Time Managers	2	Provide participants with the knowledge of how to plan and allocate work to others effectively	Know how to plan work in the workplace	Know how to allocate work to team members	Understand how to improve the performance of a team in delivering to the plan	
25	Solving Problems and Making Decisions	First Time Managers	2	Provide participants with a logical and analytical framework for identifying and solving problems, and communicating solutions in the workplace	Know how to identify a problem and get to root cause	Know how to gather & interpret information to solve a problem	Know how to solve a problem	Know how to plan the implementation and communication of decisions

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26	Customer Service Standards & Requirements	First Time Managers	2	Provide participants with an understanding of quality and an ability to write customer service standards and monitor them	Understand the legal and organisational requirements for managing customer service	Understand how to set customer service standards	Understand how to monitor customer service standards	Know how to develop success criteria and measure improvement
27	Motivating To Improve Performance	First Time Managers	2	Provide participants with an understanding of how to motivate others to improve performance	Understand the factors that influence motivational levels in the workplace	Understand how a theory of motivation can be used to improve performance	Know how to project confidence when presenting and in particular when handling awkward situations and difficult questions	
28	Developing High Performing Teams	First Time Managers	2	Provide participants with an understanding of what a high performing team looks like, and how to improve performance within own team	Understand how to develop an effective team	Understand the different roles people take within groups	Understand how to get the best out of every team member	Know how to develop a high performance team
29	Developing Yourself & Others	First Time Managers	2	Provide participants with the knowledge and skills required to develop themselves and others in the workplace	Know how to identify development needs	Know how to develop self and others to achieve organisational objectives		
29	Developing Yourself & Others	First Time Managers	2	Provide participants with the knowledge and skills required to develop themselves and others in the workplace	Know how to identify development needs	Know how to develop self and others to achieve organisational objectives		
30	Effective Organisation & Delegation In The Workplace	First Time Managers	2	Provide participants with the knowledge and understanding of what it takes to organise and effectively delegate in the workplace	Understand how to organise people to achieve objectives	Understand how to delegate to achieve workplace objectives		

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31	Understanding Costs & Budgets	First Time Managers	2	Provide participants with the knowledge and understanding of how to work with budgets and control costs within the workplace	Understand budgets and budgeting within the workplace	Understand the range of costs within the workplace and how to introduce mechanisms to maintain control of costs		
32	Effective Communication	First Time Managers	2	Provide participants with an understanding of how they can be more effective in their communication in the workplace	Understand the nature and importance of the communication process in the workplace	Understand how to be effective using the different methods of communication	Be able to assess own effectiveness in communication	Identify actions to improve own performance in communicating with others
33	Negotiation & Networking In The Workplace	First Time Managers	2	Provide participants with the knowledge and understanding of how to influence, negotiate and network in the workplace	Know how to influence and negotiate with others to achieve objectives	Understand the importance of preparation before action	Understand the value of networking and maintaining effective professional relationships	
34	Leading Effective Meetings	First Time Managers	1	Provide participants with a framework and key skills to lead effective meetings	Understand how to prepare and plan a meeting	Understand how to successfully manage a meeting	Understand the dynamics of groups and how to manage unhelpful behaviours	
35	Introduction to Quality Management	First Time Managers	2	Provide participants with an introduction to quality concepts such as Total Quality Management and how they can be used within the workplace using practical examples	Understand the importance of quality management within the workplace	Understand how quality can be delivered within the workplace		

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36	Understanding Good Practice in Workplace Mentoring	First Time Managers	2	Enable participants to demonstrate their ability to undertake workplace mentoring	Understand the context for effective workplace mentoring	Understand the process for effective workplace mentoring	Understand the content of effective workplace mentoring	
37	ILM Level 3 Award in Mentoring	First Time Managers	4	An ILM Qualification in Mentoring	Understand the context and process of effective workplace mentoring	Be able to undertake at least six hours of formal workplace mentoring	Be able to summarise and analyse a period of formal mentoring within the workplace using feedback	Be able to assess own abilities and characteristics as a workplace mentor
38	ILM Level 3 Certificate in Mentoring	First Time Managers	6	An ILM Qualification in Mentoring	Understand the context and process of effective workplace mentoring	Be able to undertake at least thirty-six hours of formal workplace mentoring	Be able to summarise and analyse a period of formal mentoring within the workplace using feedback	Be able to assess own abilities and characteristics as a workplace mentor
39	Admired Leaders Foundation Programme	First Time Managers & Talent	15	Prepare participants for management roles, whether management of resources, projects or teams	Understand what it takes to be an Admired Leader	Understand how to engage with others effectively in teams	Understand the drive for continuous improvement to achieve excellence at every level	Know how to apply all of this understanding in the workplace
40	Understanding the Management Role to Improve Management Performance	Middle Managers	3	Provide participants with the knowledge and understanding of the role of middle managers and how to enhance performance in the role	Understand the specific responsibilities of middle managers in enabling an organisation to achieve its goals	Understand how communication and interpersonal skills affect managerial performance in the workplace	Be able to assess personal development opportunities to improve own managerial performance	
41	Understanding Financial Management	Middle Managers	2	Provide participants with an understanding of financial management and key financial tools and reports	Understand finance within the context of an organisation	Understand the value of recording financial management information	Understand budgets for the management of own area of operation	

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42	Motivating People in the Workplace	Middle Managers	2	Provide participants with an understanding of the factors that impact motivation and how to work with these to improve performance	Understand the factors that may affect performance and motivation in the work place	Be able to improve levels of motivation and increase performance in the workplace		
43	Solving Problems by Making Effective Decisions in the Workplace	Middle Managers	2	Provide participants with key skills to analyse and solve complex problems in the workplace	Be able to analyse a complex problem in the context of the workplace	Be able to apply decision making techniques when assessing possible solutions	Be able to plan how you will implement the solution	
44	Managing Improvement	Middle Managers	3	Provide participants with an understanding of the tools available to manage business improvement	Understand the effectiveness of the organisation and own ability to manage and improve quality to meet customer requirements	Be able to plan and implement projects to meet, and if possible exceed, customer requirements		
45	Managing Individual Development	Middle Managers	2	Provide participants with the ability to evaluate performance and implement an individual development plan	Be able to evaluate individual performance in an organisation	Be able to implement a personal development plan, for an individual in an organisation		

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46	Managing Stress and Conflict in the Organisation	Middle Managers	3	Provide participants with the ability to assess and improve the organisation's effectiveness in managing workplace stress and conflict	Understand the effectiveness of own organisation in dealing with workplace stress and conflict	Be able to improve the management of workplace stress and conflict in own area of responsibility		
47	Developing & Leading Teams	Middle Managers	2	Provide participants with the ability to develop and lead teams effectively	Understand the importance of leading teams to achieve organisational goals and objectives	Be able to develop and lead teams		
48	Assessing Your Own Leadership Capability and Performance	Middle Managers	2	Provide participants with a broad understanding of the range of leadership styles and approaches, and the ability to assess own capability and performance	Understand leadership styles within own organisation	Be able to review effectiveness of own leadership capability and performance in meeting organisational values and goals	Be able to adopt an effective leadership style to motivate staff to achieve organisational values and goals	
49	Becoming an Effective Leader	Middle Managers	3	Provide participants with an understanding of own ability to fulfill key leadership roles	Understand own ability to fulfil key responsibilities of the leadership role	Be able to evaluate own ability to lead others		
50	Managing Improvement & Innovation	Middle Managers	2	Provide participants with an understanding of the importance of innovation and improvement	Understand the need for innovation within an organisation	Be able to propose innovative solutions to improve organisational performance	Understand business improvement techniques that can be applied within own business area	

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51	Leading Change (As A Middle Manager)	Middle Managers	2	Provide participants with an understanding how the need for, and how to lead and manage change	Understand the need for managing change within an organisation	Understand the human element of managing change	Be able to lead and manage change within an organisation	
52	Understanding the Skills, Principles and Practice of Effective Management Coaching and Mentoring	Middle Managers	3	Enable participants to demonstrate their ability to undertake management coaching and mentoring	Understand the purpose of coaching and mentoring within an organisational context	Understand the skills, behaviours, attitudes, beliefs and values of an effective coach or mentor	Understand the role of contracting and the process to effectively coach or mentor	Understand the principles of effective coaching or mentoring in practice and how to evaluate benefits
53	ILM Level 5 Certificate in Management Coaching & Mentoring	Middle Managers	5	An ILM Qualification in Management Coaching & Mentoring	Understand the principles of effective coaching or mentoring in practice and how to evaluate benefits	Be able to undertake and record at least twelve hours of formal coaching or mentoring activity with one or more clients	Be able to critically review and reflect on the effectiveness of your own practice as a coach or mentor	Be able to demonstrate how you have developed and how you plan to develop in the future as a coach or mentor
54	ILM Level 5 Diploma in Management Coaching & Mentoring	Middle Managers	6	An ILM Qualification in Management Coaching & Mentoring	Understand the principles of effective coaching or mentoring in practice and how to evaluate benefits	Be able to undertake and record at least hundred hours of formal coaching or mentoring activity	Be able to critically review and reflect on the effectiveness of your own practice as a coach or mentor	Be able to use supervision and reflective learning to develop and improve own management coaching or mentoring practice
55	Admired Leaders Intermediate Programme	Middle Managers & Talent	15	Prepare participants for more senior roles where more robust leadership skills are required	Understand what it takes to be an Admired Leader	Understand how to engage others to inspire excellence	Understand how to innovate and implement improvements	Know how to apply all of this understanding in the workplace

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56	Advanced Presentation Skills	Middle Managers & Senior Managers	2	Provide participants with advanced presentation skills and an opportunity to be filmed by a professional camerawoman - a more intense experience with detailed feedback	Understand the advanced skills, knowledge and techniques that are needed to be successful in delivering effective briefings and presentations	Understand how to make an effective first impression, and have a greater impact on your audience	Know how to project confidence when presenting arena and in particular when dealing with being taken by surprise / out maneuvered	
57	Advanced Negotiation Skills	Middle Managers & Senior Managers	2	Provide participants with more advanced negotiation skills	Understand human psychology when negotiating, and how to make best use of this knowledge	Understand how to structure a business deal so you don't give too much away	Understand the difference between external and internal negotiations and how to structure them accordingly	
58	Coaching Skills (Intermediate)	Middle Managers & Senior Managers	4	Further develop coaching skills and abilities based on Strategic Interventions and the belief that coaching is about building awareness, responsibility and self-belief	Understand context and process of using coaching skills	Further develop own coaching skills from a range of approaches; Strategic Interventions, NLP, Co-active Coaching		
59	Admired Leaders Advanced Programme	Middle to Senior Managers & Talent		Prepare participants for more senior roles where more robust leadership skills are required	Understand critical thinking tools	Understand core concepts of change and leading change	Know how to build high performing teams	180 degree feedback and individual coaching included

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60	Leadership Relevant to Today's Business Environment	Directors & Chief Executive Officers	3	Develop participants' appreciation of the changing nature of leadership in light of changing nature of business environment	Understand core concepts of leadership, leadership theories and how they have changed	Understand the changing nature of today's business environment and what that means for leadership	Know how to take an enquiry-based approach to own learning and development	
61	Implementing Strategy	Directors & Chief Executive Officers	3	Further develop participants' ability to define and implement strategy in dynamic business environments	Understand core concepts of strategy development and implementation	Know how to take an enquiry-based approach to own learning and development		
62	Leading Change	Directors & Chief Executive Officers	3	Further develop participants' ability to lead change in dynamic business environments	Understand core concepts of leading change in dynamic business environments	Know how to take an enquiry-based approach to own learning and development		
63	ILM Level 7 Certificate Leadership & Management	Directors & Chief Executive Officers	10	An ILM Qualification in Leadership & Management	Understand core concepts of leadership, leadership theories and how they have changed	Understand core concepts of strategy development and implementation	Understand core concepts of leading change in dynamic business environments	Undertake an enquiry-based approach to own learning and development