

## Level 3 Diploma in Management Skills and Knowledge

### About this course:

The Level 3 Diploma in Management Skills and Knowledge and Management is ideal for new and aspiring junior managers.

### Modules:

This qualification is made up of the following units:

- Solving problems and making decisions
- Understanding Leadership
- Leading and motivating a team effectively
- Understanding customer service standards and requirements
- Developing yourself and others
- Understanding Conflict in the workplace
- Understanding quality management
- Understanding effective communication

### Eligibility criteria

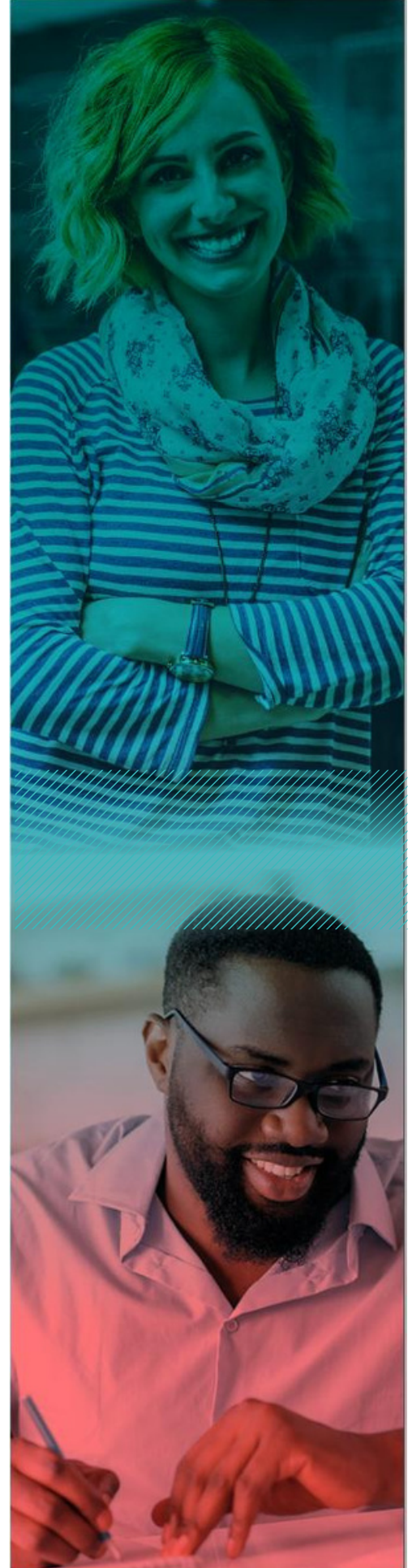
The course is FREE for Greater Manchester residents who are employed and aged 19+.

### Entry requirements:

You must be working in a role which requires you to manage people.

You will be required to complete an initial diagnostic in maths and English as part of the enrolment process.

As this course is delivered online, you will need access to a device with a camera and access word documents.



Secure your place...

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