

A word from Joseph Ballantine

Firstly, I hope this email finds you, your family, your colleagues and your learners safe and well.



We have a packed edition of our quarterly customer updates for you, including the latest updates and information to help you respond to changes and maximise on the opportunities that lie ahead.

In May of this year, City & Guilds Group published the annual Skills Index report.

“Leadership skills saw high growth in demand in 2020. Meanwhile, the isolated nature of remote working has also meant that soft skills such as accountability and mentorship have become much more important”.

The annual Skills Index report for 2021 explores how the skills and employment landscape is transforming and examining what skills and opportunities are growing now and in the future.

What stands out within the report is the skills mismatch in supply vs demand and how **only 24% of those surveyed are confident they have leadership and management skills, whereas another 40% would like leadership and management skills.**

To find out more download the full report below. [Read the full report.](#)

As a business, we’re aware that as we come out of lockdown, the fully online nature of our communications may no longer suit your requirements. For us to better understand what works and what could be improved, please take a few minutes to complete our [short survey](#) and share your thoughts with us.

Lastly, please take a moment to listen to our inspiring case studies that we’ve included in this edition. Also, if you haven’t already please do check out my article on [Gareth Southgate’s leadership qualities](#). We hope they provide you with additional resources to support talking about the impact that Leadership and Management skills can have on individual lives and business performance.


Best regards,

Joseph Ballantine
ILM Industry Manager
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How have you found our ILM communications so far?


We’d like to gain your valuable feedback to help us improve the quality of our communications that we send you throughout the year.

[Leave your feedback](#)



Thank you for attending our quarterly update webinar

Thank you to those of you who attended our quarterly webinar. Not to worry if you missed it. We’ve prepared useful webinar materials which you can now access from our website.



[View webinar recording](#) [Download webinar slides](#)

Stay informed with previous quarterly updates

Stay up to date with key information and browse our library of previous quarterly newsletters and webinars.

[Access our archived updates](#)

That concludes our quarterly webinar series for this year.

You can register for other upcoming webinars.

[Visit our events page](#)

UEFA EURO 2020 final: can we learn from Gareth Southgate’s leadership style?

Joseph Ballantine, examines what we can learn from the England Football team and Gareth Southgate’s leadership qualities following their path to the final.

[Read the blog](#)






Employer Industry Board and Newsletter

Our employers have always been at the forefront of what we do. Over the past few years we have been working even more closely with employers to ensure that our initiatives meet their needs, as well as the needs of the economy. The Government have also been driving ever increasing employer involvement in skills development through apprenticeship standards, T levels and many other areas.

For those employers who would like to join our Industry Board please don’t hesitate to contact us.

[Employer Board members](#) [Employer newsletter](#) [Join us](#)

Skills Index

We are delighted to share with you our latest report, [Skills Index 2021](#). This index, created in collaboration with labour market economists Emsi and the British Chambers of Commerce, explores how the skills and employment landscape is transforming and examines what skills and opportunities are growing now, and in the future.

[View Skills full Index Report](#)

The Institute of Leadership & Management

Update on learner access to studying membership with the Institute of Leadership & Management

We have made some changes to our process for transferring data to the Institute of Leadership & Management. As a result, learners will now receive an email with access to their studying membership one week after they have been registered. All learners registered on ILM qualifications and EPA receive complimentary access to studying membership with the Institute of Leadership & Management. This gives your learners access to over 300 hours of learning content from a trusted, credible source, as well as access to the MyLeadership platform and My Careers. To ensure learners receive access, please include their email address at point of registration. For further information about studying membership, please [visit our dedicated webpage](#).

Updates for the ILM Assessment Service

We’d like to know more about what you think works well with the ILM Assessment Service (ILMA) and what we could do better. If you leave your feedback to help inform future improvements of the service, it would be very much appreciated. There are two very short surveys below, one is for existing ILMA customers and one for former customers:

[ILMA customers](#) [Former ILMA customers](#)

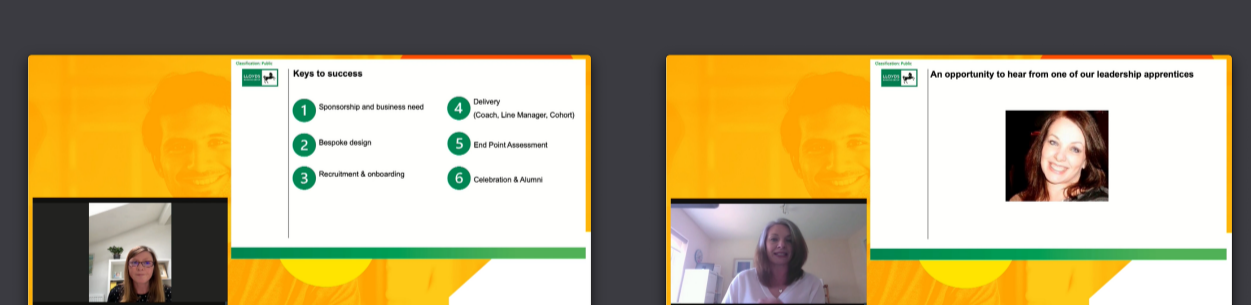
If you haven’t been an ILMA customer previously and would like to know more, please contact your Account Manager or Charlotte Okwera, Service Delivery Manager directly Charlotte.Okwera@cityandguilds.com. Thank you to all those who have already completed this and we look forward to hearing from our other ILM approved centres.

Case studies

Leadership programmes and keys to success

During this year’s AAC workshop session, we were lucky enough to be joined by Kathryn and Viv who shared the journey that the Lloyds Banking Group has been on with the ILM Management Apprenticeships.

Hear from Lloyds on the future of Leadership:



[Hear from Kathryn](#) [Hear from Viv](#)

Case study: how Arema worked with St James’s Place Wealth Management to embed a coaching culture

St James’s Place Wealth Management (SJP) provides regulated financial advice to three quarters of a million clients in the UK, through a network of Partners and Financial Advisors.

They wanted to create a coaching and mentoring culture to deliver high impact behavioural change across a diverse group of experienced managers and leaders. Training provider, Arema, worked closely with SJP to deliver a coaching programme that resulted in 80 leaders achieving their Level 5 or Level 7 ILM coaching qualification.

[Watch our full case study video](#)

“Coaching is not just a shared skill; instead, it means to a constant conversation, mutual understanding and team performance.”
Ryan McDonald, Director, London and South East, SJP

“The ILM accreditation process is about learn, do, modify, prove, show. It is about the deployed use of coaching and mentoring in everyday work.”
Andy Maggs, Managing Director and Lead Coach, Arema Training

“A fundamental skill that the course taught the team is to actively listen. Seeing the power of listening first and asking the right questions and how it enhances your ability to develop someone’s motivation, was enormous.”
Oliver Stokes MBE, Head of People Development, London & South East Hub, SJP

Connect to ILM’s leadership series

We’re on a mission to empower leadership at all levels. Join the conversation in our leadership series where we’re constantly releasing content that address the leadership gap today. Read our latest blogs and articles as we explore how coaching and mentoring can support leaders and watch our webinars where leaders from around the world share ideas and give impactful advice on how to cope and thrive during change. Explore our leadership series now.

[Read our blogs & guides](#) [Explore our webinars](#) [Upcoming webinars](#)

4 reasons why you should sign up to receive tailored communications from us?

- It’s quick and easy to do**
Take 2 minutes to fill out our easy opt-in form and stay informed on the latest updates and developments specific to your delivery needs.
- Select preference specific to your industry**
Sector preferences include: Business & enterprise, Digital learning & teaching resources, International, Leadership & Management, Management apprenticeships, Ministry of Defence, and Young Leaders.
- Emails tailored to you**
You’ll receive tailored information from us, including: Important news, product updates, events and webinars happening throughout the year.
- Read on what interests you**
Simply tell us what you’re interested in, and we’ll do the rest.

[Register your email preferences today](#)

Have you missed a webinar?

You can access our past webinar recordings via our [ILM website](#).