

Leadership and team effectiveness

| | |
|---------------------------|---|
| Course duration: | 4-days |
| Course cost: | \$950 per person (public workshops). <i>Special rates can be negotiated for workshops conducted by Training Services Australia on behalf of our clients, exclusively for their personnel.</i> |
| Unit(s) covered: | BSBMGT401A – Show leadership in the workplace BSBWOR401A – Establish effective workplace relationships BSBWOR402A – Promote team effectiveness |
| Delivery method | Face-to-face, off-the-job facilitated learning, reinforced by a practical, work-based assignment completed after the workshop. |
| Who should attend? | Frontline managers who are required to provide leadership and guidance to others and have responsibility for the effective functioning and performance of a team and its work outcomes. |
| Pre-requisites: | No qualifications are necessary to participate in this workshop. However, a reasonable level of reading and writing ability is required, as well as basic computer skills . To complete the assessment component of this course, you will need to be working in an organisation where you have responsibility for leading and supervising others. |
| Workshop aim | To equip participants with the skills, knowledge and attitude to lead others in the workplace, promote team effectiveness, and establish effective workplace relationships. |
| Homework: | Learners may be required to complete some work at home after each day of the course, in preparation for the following day. |
| Pre-course work | Learners are encouraged to source the following information from their organisation before attending the workshop: <ul style="list-style-type: none">• A copy of their job description form / position description / duty statement• Their organisation's value statement / list of values• Their organisation's code of conduct• Their organisation's performance management procedures |

Topics

DAY 1

- The role of the supervisor
- Communication skills for supervisors
- Legislation basics for supervisors
- Leadership theories and models

DAY 2

- Role models, values and standards
- Building the trust and confidence of others
- Introduction to teams
- Planning to achieve team outcomes

DAY 3

- Developing team cohesion
- Effective communication and consultation
- Problem solving and decision making
- Building networks and relationships

DAY 4

- Working effectively with your manager
- Managing difficulties in the workplace
- Managing conflict

Assessment

- Completion of on-course assessment activities designed to test learners' underpinning knowledge of leadership, team effectiveness and effective workplace relationships.
- Post-course assignment, including:
 - Structured tasks / activities to provide evidence of the application of leadership skills, promoting team effectiveness and building effective relationships in the workplace
 - Answers to questions about practical application of key components of the course (may be presented in writing or via an interview with a TSA assessor)
 - Third party report from supervisor confirming practical application of competencies in the workplace

Skills recognition

Skills recognition / Recognition of Prior Learning (RPL) is available for an application fee of \$165 (which covers a one hour meeting with a TSA assessor) plus \$110 per additional hour required.

An application kit is available on request from Training Services Australia.

National recognition

Training Services Australia recognises qualifications and statements of attainment issued by other Registered Training Organisations under the Australian Qualifications Framework.