

# Workplace communication and continuous improvement

<b>Course duration:</b>	4-days
<b>Course cost:</b>	<b>\$950</b> 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>
<b>Aim of course:</b>	To equip participants with the skills, knowledge and attitude to: <ul style="list-style-type: none"><li>• Communicate effectively as a workplace leader, using a range of methods suitable to the communication context and audience</li><li>• Plan, organise, deliver and evaluate oral presentations in the workplace</li><li>• Implement the organisation's continuous improvement processes</li></ul>
<b>Units covered:</b>	BSBLDR401 – Communicate effectively as a workplace leader BSBCMM401 – Make a presentation BSBMGT403 – Implement continuous improvement
<b>Delivery method:</b>	Face-to-face, off-the-job facilitated learning, reinforced by a practical, work-based assignment completed after the workshop.
<b>Who should attend?</b>	Supervisors and team leaders who are required to make workplace presentations and lead teams to implement the organisation's continuous improvement systems and processes.
<b>Qualification:</b>	This course forms part of the BSB42015 Certificate IV Leadership and Management. This qualification was superseded by the BSB40520 Certificate IV in Leadership and Management on 18 October 2020, however Training Services Australia is permitted to continue training, assessing and issuing the BSB42015 Certificate IV in Leadership and Management until 19 April 2022. For further information, please contact a TSA Training Advisor.
<b>Pre-requisites:</b>	There are no formal pre-requisites for undertaking this course.
<b>Access to a workplace environment:</b>	To complete the assessment component of this course, participants need to be working in an organisation in which they are able to perform team leadership and supervision activities. These include implementing the organisation's continuous improvement system with their team, communicating effectively with a range of other people using a variety of methods, and planning and delivering oral presentations.

# Workplace communication and continuous improvement

## Language, literacy and numeracy (LLN) requirements:

To successfully complete the course, participants will need to have a **relatively high level of reading and writing ability and reasonable numeracy**. Examples of activities that participants will need to perform include:

- Gather, review and critically analyse information from a variety of sources
- Prepare written documents to communicate information to others
- Present issues in a meeting, manage the discussion effectively and document the outcomes
- Prepare a presentation delivery plan and supporting resources / aids
- Deliver an effective oral presentation in the workplace in accordance with their plan

Participants will also need to be capable of using word processing software (e.g., Microsoft Word) to write, edit and format documents.

Those wishing for further advice about whether they have the necessary LLN skills to complete this course should contact a TSA Training Advisor.

## Pre-course work:

Before attending the workshop, participants are encouraged to access and bring a copy of their organisation's:

- a. continuous improvement policy and procedures; and
- b. workplace communication policy and procedures

They are also encouraged to think about a topic for a 10 minute presentation which they will make during the course. It is recommended that participants bring any equipment / resources that they will need for the presentation.

## Homework:

Participants will be assessed delivering their presentation to a group of fellow participants during the course. Time will be provided on the course for participants to plan and organise their presentation, however participants will need to also spend some time preparing and rehearsing their presentation for homework.

## Topics

### COMMUNICATE EFFECTIVELY AS A WORKPLACE LEADER

- Communication skills for team leaders
- Planning to communicate
- Communicating effectively
- Communication record keeping and follow-up

### MAKE A PRESENTATION

- Planning a presentation
- Structuring a presentation
- Presentation aids and materials
- Organising the presentation
- Delivering the presentation
- Reviewing and evaluating the presentation

### CONTINUOUS IMPROVEMENT

- Continuous improvement concepts
- Identifying improvement opportunities
- Establishing an environment for continuous improvement
- Planning, implementing and reviewing improvements

# Workplace communication and continuous improvement

## Assessment

The assessment for this course consists of:

- Questions designed to test learners' knowledge of key concepts presented during the course
- Delivery of an oral presentation during the course and preparation of supporting documentation
- A post-course assignment, including:
  - Structured tasks / activities to provide evidence of the workplace application of implementing continuous improvement and communicating as a leader
  - Preparation, delivery and review of a presentation in the workplace
- Third party reports from supervisor confirming practical application of competencies in the workplace

## Assessment timeframe

Participants have four months to complete their assessment after attendance at the course.

## Resource requirements

To complete the assessment for this course, participants will need to have access to:

- a computer, a printer and the internet
- workplace policies and procedures appropriate to supervisors / team leaders, including:
  - workplace communication policy and procedures
  - continuous improvement policy and procedures
- a team which they can lead in continuous improvement activities
- an audience to which they can make a presentation
- any resources / equipment needed to support the delivery of the presentation
- a supervisor / manager who can review their work and observe them making a presentation, and provide feedback to TSA

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) is available for this course.

RPL is suitable for those whose previous knowledge and experience will enable them to demonstrate competency in the units on which the course is based. TSA's RPL policy and some general information about the RPL process are available in the Policies and Procedures area of our website.

Please contact Training Services Australia for an application kit and for information about the fees and charges that apply. Note that RPL enquiries should be made before attending the course.

## National recognition

Training Services Australia recognises qualifications and statements of attainment issued by other Registered Training Organisations under the Australian Qualifications Framework. TSA's policy for National Recognition is available from the Policies and Procedures area of our website.

If you have already achieved one or more of the units from this course and wish to have them recognised, please contact a TSA Training Advisor.